Leicestershire Rural
Housing Association Ltd

Annual report

and financial statement summary

for the year ended 31 March 2026



Welcome to our annual report

This report explains how we performed between April 2025 and March 2026.

Throughout the year, we remained focused on our core purpose of supporting rural communities and helping local people access good-quality, affordable homes across Leicestershire.

We provide a high-quality management service to 165 households in 17 villages across the county. Our success has been achieved by forging links with other housing associations and using our expertise to manage their rural homes. We're especially grateful for our relationship with emh and their vital support.

Despite ongoing economic uncertainty and pressures across the housing sector, the Association remains financially strong and well placed to meet the challenges ahead.

Engaging with our residents
Residents play an important role in shaping our services. Throughout the year, we listened to feedback through surveys, conversations, complaints, compliments and opportunities for residents to get involved.

I am delighted to report that our latest Tenant Satisfaction Measures survey showed positive results across all five themes, with overall satisfaction increasing to 92%. We're using the results to identify areas for further improvement and ensure residents remain at the heart of our decision-making.

Supporting our residents
We know that many households are still facing financial pressures. Our team is proactive in providing advice, as well as helping residents access other forms of support.

Looking after residents' homes
We continued working with our partners to keep residents' homes safe and in good repair. During the year, 442 repairs were completed, with 91% of residents surveyed after their repair satisfied with the service they received.

More affordable homes for rural communities
Helping rural communities meet local housing need remains an important part of our work. During the year, work started on 18 affordable homes at Breedon on the Hill. We look forward to managing these homes once they are completed, alongside emh as the owners.

We will continue working with housing providers and other partners to identify opportunities to bring more much-needed homes to rural communities.

Providing a quality service

I am proud that during 2025/26, we responded to all complaints within the timescales set by the Housing Ombudsman's Complaint Handling Code. Rent arrears remain low. We also let 100% of homes with a local connection requirement to households with strong ties to the locality.

We've achieved a great deal this year, but we know there is always more we can do. Rising costs, economic uncertainty, and the growing need for affordable housing will continue to bring challenges. We will manage our finances and resources carefully so that we can keep providing good-quality services, and support the delivery of more affordable homes for rural communities.



100%
of homes let to households with a local connection



165
homes managed



Calls to our Customer Care Team answered, on average, in 18 seconds



92%
overall resident satisfaction



442
day-to-day repairs completed



91%
of residents satisfied that we treat them with respect

Thank you to everyone who has taken the time to share their views with us during the year. Your feedback continues to shape our priorities and improve our services, helping ensure we remain focused on the things that matter most to residents. If you would like any further information, please get in touch via enquiries@midlandsrural.org.uk

Alison Brown

Chair, Leicestershire Rural Housing Association

Supporting residents in their homes and neighbourhood



Leicestershire Rural Housing Association is a profit-for-purpose housing association. This means we invest every penny we make into providing good-quality homes and services.

We provide affordable, safe and comfortable homes for local people in **17** Leicestershire communities. Our housing officers provide all aspects of the housing management service including new tenancy sign-ups, tenancy support, managing anti-social behaviour and supporting residents with their rent. This means our housing officers get to know residents and understand the support they may need.

About our homes

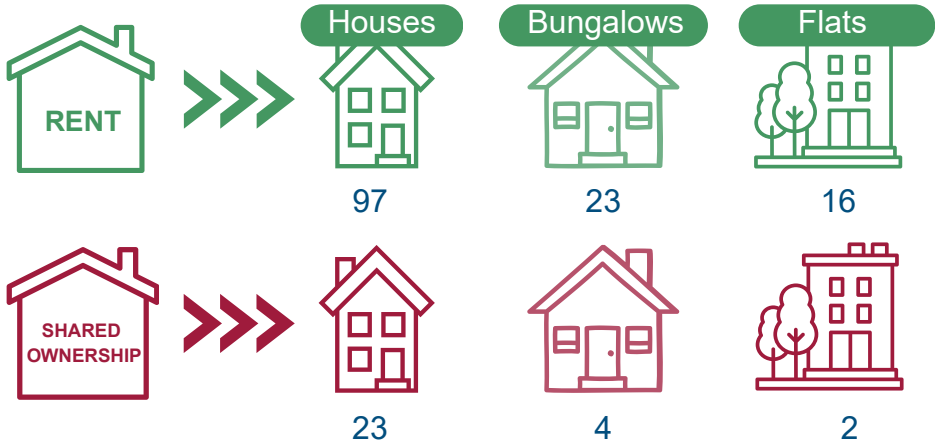
We manage 165 homes in rural areas on behalf of emh.



165 total number of homes

136 homes for social or affordable rent

29 shared ownership homes



Housing management

3 mutual exchanges

4 homes re-let

2 shared ownership homes resold

100% of our homes were allocated to residents with a **strong local connection** to the village*

29 is the average number of days to **re-let a home**

24 organised **scheme visits** to meet residents in their homes

0 evictions

0 decants to alternative temporary accommodation

*where there is a requirement under planning conditions

Supporting residents in their homes and neighbourhood

Neighbourhood management

55% of residents are satisfied with our approach to anti-social behaviour

33% of shared owners are satisfied with our approach to anti-social behaviour

78% of residents are satisfied that we make a positive contribution to neighbourhoods

50% of shared owners are satisfied that we make a positive contribution to neighbourhoods

83% of residents are satisfied that we keep communal areas clean and well maintained

75% of shared owners are satisfied that we keep communal areas clean and well maintained

2 anti-social behaviour (ASB) cases opened

0 cases involved hate crime



£20,855

spent keeping schemes tidy and maintaining communal garden areas

(incl. work outside of the gardening contract, such as clearing fly tipping)

Our TSM results give us much to be proud of, but we know we can do better in these areas. These are challenges across the housing sector, and we want to hear your ideas for improving our neighbourhoods and services.

Data from Tenant Satisfaction Measures survey October 2025

Rent and service charges

How your rent was spent

1. Day-to-day repairs
2. Staffing and admin
3. Repairs to empty homes
4. Neighbourhood management*

*gardening, communal areas, tidying of schemes etc

How your service charge was spent

1. Grounds maintenance
2. Pumping stations
3. Electricity charges
4. Unadopted roads maintenance

Tenure	Amount collected in rent and service charges	Average rent arrears throughout the year
Rental	£905,472	1.33%
Shared ownership	£136,148	0.58%

We support residents with practical help and access to financial assistance.

This has included **10 referrals to local authority support funds**, help with garden clearance, and decorating packs or vouchers to help new residents settle into their homes.

Giving our residents a great service

Our residents are at the heart of everything we do.

We always aim to deliver the best possible service. Our Customer Promises are published on our website. We also provide a complaints performance update on our website every quarter. Results from our latest Tenant Satisfaction Measures survey carried out in October 2025 are published on our website and throughout this report.

92% overall customer satisfaction **(rental households)**

50% overall customer satisfaction **(shared owners)**

85% of residents are satisfied we listen and act on their views

78% of residents are satisfied that we keep them informed

91% of residents agree we treat them fairly and with respect

50% of shared owners are satisfied we listen and act on their views

57% of shared owners are satisfied that we keep them informed

71% of shared owners agree we treat them fairly and with respect

Data from Tenant Satisfaction Measures survey October 2025

On average, *per month*, our Customer Care Team dealt with:

1,988 phone calls, MyHomeOnline contacts and emails*

988 phone calls

92 MyHomeOnline

908 emails

98% of residents are satisfied with the service from our **Customer Care Team**

18 seconds average time to answer a call

> "The customer service is very good. The people I speak to on the phone are excellent. I'm able to sort out my issues in no time."
> **LRHA** resident

*Contact data is average per month into our Customer Care Team, who cover LRHA and three other rural housing associations on behalf of Midlands Rural Housing.

Giving our residents a great service

We're always trying to:

- get to know our residents better, so we can provide the right service
- ensure residents have choice about how they communicate with us
- ensure our policies are up-to-date, accessible and communicated to residents.

Digital engagement

77%

of residents are registered on our portal **MyHomeOnline**



25%

of residents registered on **MyHomeOnline** used it in the last **6** months

Policy and strategy updates

Following the introduction of the new Consumer Standards, we're reviewing all our policies. As part of each review, residents are invited to give feedback on the content and clarity of the policy.

In 2025-26 we updated six policies. These are all on our website:

- Damp and Mould Policy
- Scheme and Community Management Policy
- Neighbourhood Management Policy
- Safeguarding Children at Risk Policy
- Safeguarding Adults at Risk Policy
- Hate Crime Policy

New website

We launched a new website in February 2026.

It's designed to make it easier for residents to quickly find the information they need.



- Easy-to-use forms to request permission to **make changes to your home**, to **keep a pet** or to **add someone to your household**
- Clear information about **support** and **services**
- **Enhanced accessibility tools,** including text-to-speech, reading support tools and page translation

www.leicestershirerha.org.uk

Getting to know our residents better

In the last **18** months, we've contacted **78%** of households to check the details we have about them are correct

Giving our residents a great service

We welcome complaints and compliments as they help us see where we are getting it right and understand where we can improve.

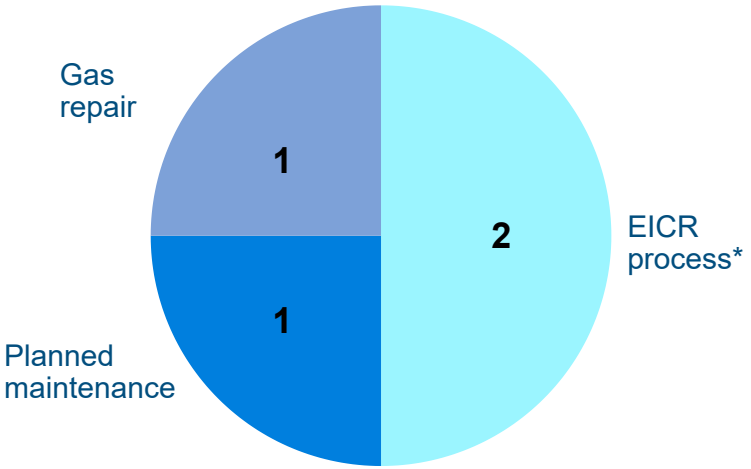
Every complaint and service request is shared with the relevant team. This is to ensure that we're continuously learning and improving.

Formal complaints

4 complaints from rental residents

0 complaints from shared owners

Breakdown of complaints by service area:



*EICR = Electrical Installation Condition Report

How are we doing?

We publish our complaints performance on our website four times a year.

100% **of complaints responded to within Housing Ombudsman Complaint Handling Code timescales**

1 **complaint escalated to stage two of our complaints process**

0 **Housing Ombudsman determinations**

71%

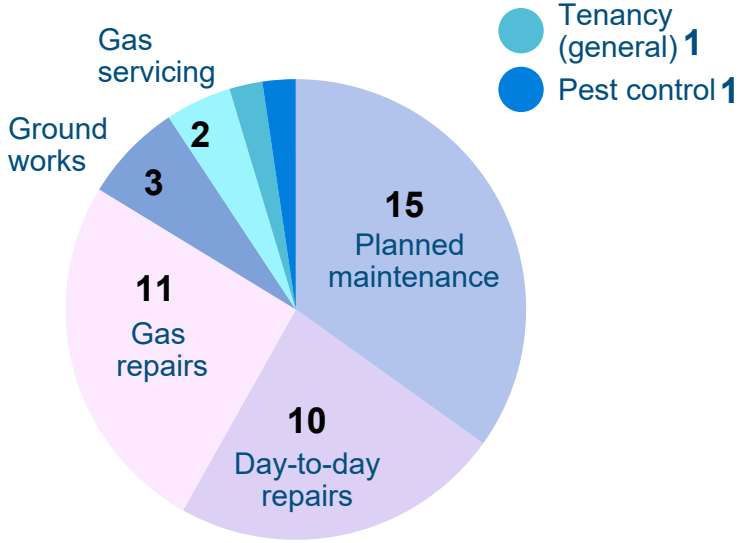
of residents are satisfied with our approach to complaints handling

Tenant Satisfaction Measures survey October 2025

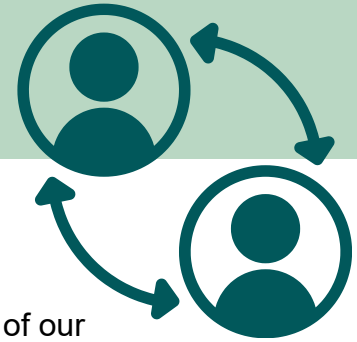
Service requests

A service request is when a resident asks us to put something right. It isn't a complaint, but we still record and monitor service requests to help us improve.

43 service requests



Providing respectful and helpful communication and engagement



To deliver the best possible service, we need to listen to residents and involve them in shaping what we do.

The Regulator of Social Housing's Tenant Satisfaction Measures (TSMs) give residents the opportunity to tell us which areas of our service they're satisfied with and where we need to do better. The Consumer Standards, introduced in April 2024, set out the standards social housing landlords must meet.

Customer involvement



15 residents have told us they want to be more involved in the association and influence how we deliver our services

Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSMs) are used by the Regulator of Social Housing to look at how social housing providers are performing.

As part of the TSMs, residents are asked what they think about services including repairs, keeping homes safe, complaints, communication and their neighbourhood.

As emh owns LRHA's homes, it is responsible for carrying out the official TSM survey with a sample of residents. We also invite all LRHA residents to complete the same survey, so everyone has the chance to have their say and we get a fuller picture of how we're doing.

You'll find the results throughout this report and on the TSM page of our website: **www.leicestershirerha.org.uk/tsm**

Most importantly, we use your feedback to make improvements. Find out more: **www.leicestershirerha.org.uk/you-said**

Consumer Standards

The Consumer Standards are enforced by the Regulator of Social Housing (RSH). The **first four standards** were introduced in April 2024 and set out what social housing landlords are expected to deliver:

Safety and Quality Standard: Landlords must ensure homes are safe and of good quality, free from hazards, and in good repair.
Tenancy Standard: This standard covers the fair allocation and letting of homes and how tenancies are managed and ended.
Neighbourhood and Community Standard: Landlords must work with residents and other organisations to help keep neighbourhoods safe and well maintained.
Transparency, Influence and Accountability: This includes residents having a say in decisions, accessing services, and having fair complaints processes, while landlords are open about their performance.

Following an independent audit, we continue to review and self-assess our compliance with the standards.

Competence and Conduct Standard and STAIRs

During the year, we prepared for the Competence and Conduct Standard and the Social Tenant Access to Information Requirements (STAIRs), which both come into force on 1 October 2026.

Keeping residents' homes safe and in good repair



Our priority is the safety and comfort of our residents.

How do we decide what to spend?
The Board agrees our maintenance and repairs budget each year, taking account of inflation and the work needed in our homes.
This covers **the upkeep of your home**, **the measures we take to keep you safe**, and the work to **prepare empty properties for letting**.

> "I've found the workmen to be very polite, obliging and professional."
>
> **LRHA** resident

Satisfaction with our repairs service and the maintenance of our homes

91% of residents surveyed, **following the completion of a repair,** are satisfied with our repairs and maintenance service

100% of residents surveyed agree our contractors treated them with **courtesy** and **respect**

You said...
"The contractor's work was poor quality."

We did...

- ✓ We're working with contractors to improve the quality of work.
- ✓ Our in-house team is carrying out more inspections of finished work.
- ✓ All jobs related to a complaint are inspected by our in-house team.

87% of residents are satisfied that their home is safe

86% of residents are satisfied with our repairs service over the last 12 months

84% of residents are satisfied with the time taken to complete their most recent repair

86% of residents are satisfied that their home is well maintained

Data from Tenant Satisfaction Measures survey October 2025

Keeping residents' homes safe and in good repair

Day-to-day repairs

442 repairs completed



60
emergency



132
urgent



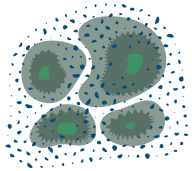
250
routine

50 (83%)

completed within target time

293 (77%)

Damp and mould



20
cases of damp and mould reported

20
cases resolved

What we've spent

£90,997
on completing repairs

£5,362
average spent getting an empty property ready to re-let

You said...

"I was dissatisfied with the gas servicing process and communication."

We did...

✓ **We've changed how we manage gas servicing appointments.**

In October 2025, we brought the management of gas servicing appointments in-house. Previously, this was managed by emh. This gives us more oversight and allows us to communicate with residents more quickly.

> "The safety and maintenance of my home is very good, the property is very nice and it's in a nice area. I'm very happy with it."
>
> **LRHA resident**

> "I'm satisfied with the repairs service. I can get through when I phone up and I'm able to tell the phone operators what the issue is. They ensure that the issue is dealt with in a reasonable time."
>
> **LRHA** resident

Statement of comprehensive income

For the year ended 31 March 2026

	2026 £	2025 £
Turnover	246,185	230,692
Operating costs	(215,499)	(192,479)
Operating surplus	**30,686**	**38,213**
Interest receivable and similar income	15,164	4,646
Surplus for the year	**45,850**	**42,859**
Other comprehensive income		
Remeasurement of Social Housing Pension Scheme	(152)	3,915
Total comprehensive income for the year	**45,698**	**46,774**

Turnover is derived from continuing activities.
Full financial reports are available on our website: www.leicestershirerha.org.uk/annual-reports

Statement of financial position

As at 31 March 2026	2026 £	2025 £
Current assets		
Trade and other debtors	59,512	56,806
Cash and cash equivalents	540,340	412,960
Total current assets	**599,852**	**469,766**
Creditors: amounts falling due within one year	(152,387)	(61,246)
Net current assets	**447,465**	**408,520**
Provision for liabilities: pension liabilities	(12,155)	(18,907)
Net assets	**435,310**	**389,613**
Capital and reserves		
Called up share capital	10	10
Revenue reserves	435,300	389,603
Total funds	**435,310**	**389,613**

> Friendly and professional from the first phone call to the office to completion of work needed.

LRHA resident

> Thank you to my housing officer David for his help during a difficult time.

LRHA resident

> Leicestershire Rural are wonderful. As soon as I ring them up, the people I speak to are able to arrange repairs if needed.

LRHA resident

> If you ever need anything doing (i.e. maintenance) or anything, they are there straight away to help you.

LRHA resident

> I'm very pleased with the communication from Leicestershire Rural. Whenever I've called up, the customer service team have gone above and beyond. They're very helpful, and they follow up with me.

LRHA resident

> I've been living here for 28 years and I've had no problems at all.

LRHA resident

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Leicestershire Rural Housing Association Limited is a registered provider, with charitable rules, under the **Co-operative and Community Benefit Societies Act 2014 (29402R).**

Leicestershire Rural
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