



LODDON
HOMES

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The Regulator of Social Housing

31 July 2024

Loddon Homes (4287) - 23/24 Tenant Satisfaction Measures; Small provider pilot

To whom it may concern,

I write you on behalf of Loddon Homes Limited, a small, registered provider of social housing in Wokingham Borough. This year we welcomed the opportunity to participate in your small provider Tenant Satisfaction Measures (TSM) pilot. Despite our size, Loddon Homes had already taken steps to ensure that our resident survey and performance data met the requirements of TSM and therefore the sharing of this data was a natural next step. We undertook our survey prior to our admission into the pilot and endeavoured to follow all available guidelines. Once our inclusion in the pilot was confirmed officers were invited to participate in one-to-one discussions with yourselves regarding our gathered data and subsequent submission. What became apparent during this process was that some of data that we had gathered would need to be excluded on the basis that we had utilised an “easy read” survey for a number of our residents with support requirements.

As an organisation Loddon Homes strives to ensure that the views and opinions of all our residents are sought and where possible acted upon. Whilst we are a small provider, over circa 53% of our stock is supported housing and many of these residents need assistance to interpret information provided to them. The provision of an easy read resident survey was essential for ensuring our residents were able to participate in this process. Whilst we were able to submit our TSM outcomes exclusive of any “easy read” versions the Loddon Homes team and Board wanted to express their concern over a lack of representation of individuals with support requirements as part of this process. To exclude this group from such a positive stride in gathering views and opinions from residents seems at odds with the overall intention of the process.

Should you wish to discuss this matter further or seek to change your position we will happily make ourselves available.

Yours sincerely

Nigel Bailey
Chair, Loddon Homes Board

