



**Easy
Read**

Hastoe
●●●● Group

Our Annual Report

2025 to 2026



Easy Read

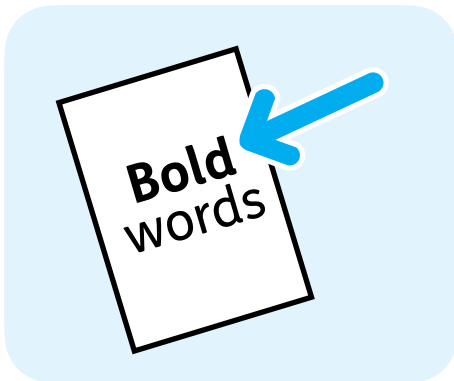


This is an Easy Read version of some information.

It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

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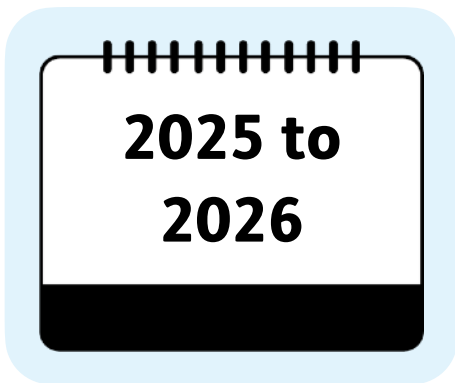
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About this booklet



This booklet is from Hastoe Group.



It is about our work in the last year, from 1 April 2025 to 31 March 2026.



We will tell you more about:

- What we wanted to do this year.

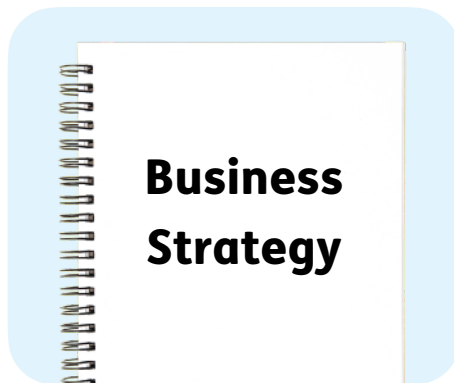


- How well we met our goals.

About this report



We wrote this report to show you how we are working for you.



We have a plan called our **Business Strategy**, which we add to and change every year.



This report will tell you how we are getting on with that plan.



We would love to hear anything you have to say about how we are doing.

About Hastoe



We work to provide a good service to the people who rent homes from us.



We think everyone should have a comfortable home in a safe local area.



We have 5 values which are about the way we work.

The first of our 5 values is:



1. Being led by what our customers need.

The other 4 of our 5 values are:



2. Being open and clear about our decisions and how we work.



3. Being professional.



4. Caring a lot about what we do.



5. Thinking of new and exciting ways to work.

Measuring what our customers think



We measure what our customers think of our work using **TSMs**.



TSM stands for Tenant Satisfaction Measure.



TSMs are questions that we ask our customers about how happy they are with different parts of our work.



In 2025 to 2026, 1094 of our customers answered these TSM questions.



The customers who answered the questions were a mix of ages and backgrounds, and they live in different types of homes.



The answers to the questions help us to check if we are working well.



For example, last year more than 6 out of 10 of our customers said they were happy with our service.



We also use the answers to check how we are doing compared to other housing providers.



You can find out more about our TSMs on our website here:

www.hastoe.com/tsm

Our objectives



We had 4 **objectives** that we were working on last year.

Objectives are goals we want to achieve.

The first 2 of our objectives are:



1. Deliver a good service for our customers that meets their needs.



2. Keep our homes in good condition.

The next 2 of our objectives are:



3. Build new homes in rural areas.



4. Run a professional organisation that is good to work for.



We will tell you about how we are working towards each of these objectives.

Objective 1



Objective 1 is to deliver a good service for our customers that meets their needs.

We are working hard on this.

We have listened to what our customers told us we needed to work on, including:



- Improving the amount of information we share about how well we are working.



- Checking our rules for how we work, like the rules about how much we pay for changes to people's homes.

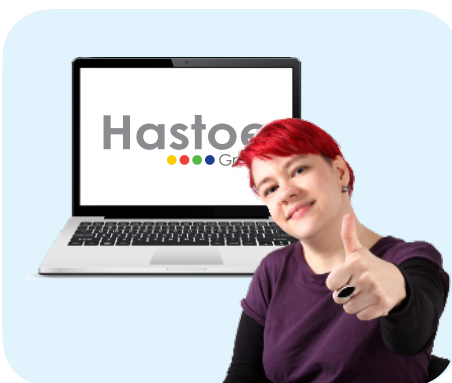
Our customers also told us we needed to work on:



- Checking how well repairs are done, and sharing this information with customers.



- Starting online surveys for big improvements to homes, like replacing bathrooms.



- Making our website easier to use.



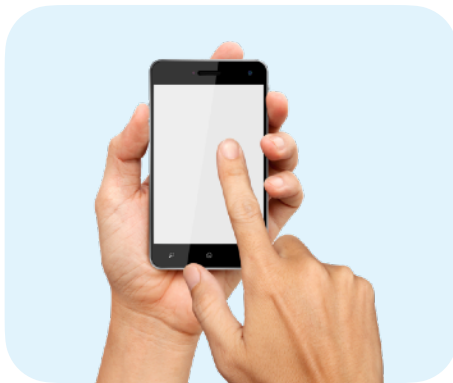
If you would like to tell us what you think about our services, you can go to this website:

www.hastoe.com/get-involved

Customer service



Customers calling our Customer Service Team had to wait just over 2 minutes to speak to a member of staff.



More customers are using the online MyHastoe service, which helps them to report problems at any time of the day or night.



To set up a MyHastoe account, please go to:

www.myhastoe.com



You can watch some videos about how to set up an account here:

www.hastoe.com/myhastoe



If you are having problems with setting up a MyHastoe account, you can call us on 0300 123 2250.

Making services easier to use



We want to make our services easy to use for people with different needs.



If you need information in a certain way, like Easy Read, please call us on 0300 123 2250.

Resident support



We want to support customers who think they may be getting **scammed**.

Getting **scammed** means someone lying to you to try and get you to do something or give them your money.



If we ask a company to do some work for us in your home, we will always contact you first to tell you.



If you are not sure about letting someone into your home, you can call our Customer Service Team.



You can find out more information about scams on our website:

www.hastoe.com/scams



We can also help our customers with advice about **benefits**.

Benefits means money from the Government to help people pay for the things they need to live.



Last year our Benefits and Welfare Advisors helped our customers get £227,325 in benefits.



They can help stop you going into debt.



You can find out more about our benefits advice service on our website here:

www.hastoe.com/benefits-advice

Managing antisocial behaviour



Antisocial behaviour is when someone does something to upset or annoy other people.



We think everyone should be able to live peacefully in their home.



We will take action against anyone doing antisocial behaviour.



You can read more about how we deal with antisocial behaviour on our website here:

www.hastoe.com/asb

Dealing with complaints



We try to learn lessons from the complaints people tell us about.



We got 367 complaints in the last year.



You can find out more about how we deal with complaints on our website:

www.hastoe.com/complaints

Objective 2



Objective 2 is to keep our homes in good condition.



Making our homes safe for our customers to live in is the most important thing we work on.



We check the quality of our homes every 5 years to see if they need improvements.



£6.5 million

In 2025 to 2026, we spent £6.5 million on making our homes safe and good to live in.



15,790

In the last year, we did 15,790 repairs to our homes.



We completed 9 out of 10 repairs on time.



We use lots of different repair companies in different local areas to make sure we have enough people to do the repairs.



You can now check how we are working on any repairs in your home on MyHastoe.



We worked on 600 big improvements in people's homes in the last year, like replacing bathrooms.



We have asked a company called Rand Associates to check that our homes are in good condition.



They will finish the checks in autumn 2026.



We will use this information to plan future repairs and improvements in our homes.



We have hired more staff to look after the shared areas around our homes, like gardens and buildings.



We would like to say thank you to our **Resident Representatives**. These are customers who work with us to keep their areas in good condition.



If you are interested in being a Resident Representative, you can find out more on our website here: www.hastoe.com/resident-representatives



The rent that our customers pay helps us to keep our homes in good condition.



We have had to raise rents this year, as it costs more to make repairs.



Only 3 customers have had to move out of their homes this year because they did not pay the rent.



We keep photographs of the people who rent our homes so we know who should be living there.



If you think someone is living in one of our homes who should not be, please contact our **Customer Service Team.**

Objective 3



Objective 3 is to build new homes in rural areas.



In 2025, we finished building 8 new homes in Curdridge.



We worked with local councils in the area for 15 years to make this happen.



We worked with North Devon District Council to provide 11 homes in the village of North Molton.



£250

We have a Community Grant that offers up to £250 to help people improve their areas.

Groups we have supported with the Community Grant include:



- **Hands of Hope**, which set up a food growing and sharing project in Kent.



- **Powerstock Open Gardens**, which helps raise money for the local primary school.



- **Tendring Recycling Clean-Up**, which lends litter picking equipment to people.

You can find out more about how to apply for a Community Grant by:



- Going to our website:
www.hastoe.com/community-grant



- Emailing Helen Russell at:
hmrussell@hastoe.com

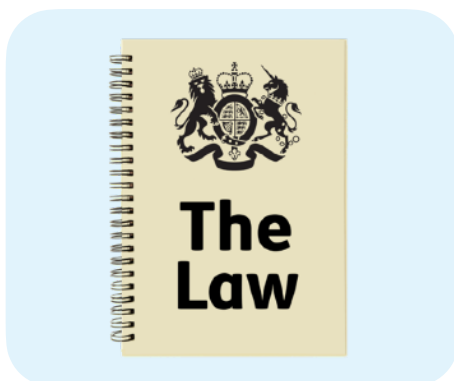
Objective 4



Objective 4 is to run a professional organisation that is good to work for.



We use our money carefully so we can repair and improve our homes, and build more houses for people.



We follow the laws about how to run our organisation well.



In 2025, the government checked how we work. We got the highest possible score.



We did a survey of our staff and more than 9 out of 10 of them said Hastoe is good to work for.



Last year, we held a **Connect Day**, which brought all our staff together to share ideas and celebrate good results.



We give training to our staff to make sure their skills are up to date.



We are working towards achieving the award called **Great Place to Work** in the next year.

Contact us



You can look at our website here:
www.hastoe.com



You can phone us on
0300 123 2250.



What do you think about this Easy
Read booklet?

Please fill in this survey to tell us
what you think:

www.easy-read-online.co.uk/easy-read-feedback-survey

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