

NEWSLETTER

May 2026

Congratulations

Stupendous survey salutes our service

Our latest tenant satisfaction survey has revealed that **95%** of our residents are happy with the overall service they receive and **99%** feel that they live in a safe home.

Chairman, David Trethewey sent congratulations to the staff after saying the results are a just reward for their hard work and dedication.

See page 2 for the full story.



Pictured: White Horse staff with some of the results of the survey

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Tenant satisfaction survey gives our service a glowing report



Pictured: Members of our Tenant Scrutiny Panel with some of the results of the survey

A glowing survey report from our tenants about the service and value for money they receive is a testament to the hard work of staff, says our chief executive, Steve Warran.

The survey, carried out between October and December last year and completed by 217 tenants, showed that 95% of them are satisfied with its service.

Almost all tenants (96%) feel that they are provided with a well-maintained home, while 99% are satisfied that they have a safe home and 98% say that the housing association is easy to deal with. Almost nine out of ten (89%) say that White Horse provides good value for money.

Out of the 15 categories of questions, 11 showed a rise in score over the last survey in 2024, whilst one stayed the same. The largest rise relates to the maintenance of communal areas, which rose from 69% being satisfied to 80% this time round.

Over nine out of ten (94%) of tenants who have had repairs carried out in the last year are satisfied with the repairs service and 94% say they are satisfied with the time taken to complete their most recent repair after they reported it, while 93% rate the overall service highly.

Over Nine out of ten (94%) of tenants say that they are treated fairly and with respect, while 98% say that White Horse is easy to deal with and 92% feel that they are kept well informed.

The survey, which is a requirement of the Social Housing Regulator and was carried out by research company Acuity. It includes that more than eight out of ten tenants (81%) are loyal to White Horse and happy to promote it to other people, with 70% giving it a score of 10 out of 10.

“Just four per cent of tenants had any negative views about us so we achieved a Net Promoter Score of 76, which is five percentage points higher than 2024 survey and far higher than any other housing association I’ve seen,” said Steve.

Only 15 per cent of the residents who responded have raised a complaint of any kind in the last year, with just a quarter of those feeling dissatisfied with the outcome. “We take any negatives seriously and we’ll be looking at each comment and investigating to see how we might have done better,” said Steve. “We’ll be involving the Tenant Scrutiny Panel in that too because, despite how well we’ve done, we can never be complacent.”

Chairman David Trethewey said: “These results highlight the fact we’ve got real engagement with our tenants so that we know this is what they really experience. I am delighted that the investment we make in our staff, developing skills that benefit us in the long term, are reflected in the way we are perceived and the service our tenants receive. Congratulations to everyone involved.”

Three tenants won £100 in the draw for those who returned their surveys.

They were: **Suzanne Graham of Lower Compton, Janet Macdivitt of Wroughton and David Brooks of Kilmersdon.**



Staff Profile: Phil Berry, Finance Director

How long have you been working at White Horse Housing Association?

I've been at White Horse for nearly three years, can't quite believe it's that long already.

Tell us about your role, what are your main responsibilities?

I support the team and Board by providing financial and general management information, including regular management accounts. Every year we produce a budget for the following year and a forecast of the following four years – that's one of my tasks too. Once we have our financial forecasts we test them for resilience to potential financial shocks and look at the next 30 years forecast using specialist software.

Then, there are the banks and loans to manage to make sure that we have enough cash at the right time to support not only our day-to-day operations but also our new developments.

Each year we produce financial statements, which are filed with the authorities, and these are checked by our Auditors. All the numbers for these I produce and Dawn, our Office Manager, and I provide huge quantities of supporting evidence for the auditors.

What are you asked most often by tenants?

They don't let me near the tenants.

What do you enjoy about your job the most?

Firstly, it's the great people here. Secondly, I get great satisfaction in improving systems, accuracy and efficiency. There's not much I can't do with a good spreadsheet – making the tea is a notable exception.

What are the challenges?

Historically, there have been one or two issues with the accounts, which I have been working through – that involves a lot of data crunching. But we're nearly there.

What's the best thing about working for White Horse Housing?

It's fun, and so is the team, and looking after our tenants and providing decent accommodation for people is so rewarding.

How do you like to spend your free time?

What free time? Seriously, I like to walk, go for runs, play tennis, garden and play word games like Wordle. I recently completed a 25 mile walk in aid of Dorothy House and raised £185.

What's your guilty pleasure?

Chocolate



Pictured: Phil Berry, at the finish line after walking 25 miles for Dorothy House, raising £185 for the charity.

Good
😊 job

Steve Warran's column



Pictured: Steve Warran, Chief Executive

We've been busy digesting the results of our latest Tenant Satisfaction Survey and, once again, we've been bowled over by your responses.

The actual results are mentioned elsewhere in this newsletter so I won't go into them again but suffice to say, we are delighted with the outcome. I thought the last survey would be difficult to beat but, thanks to the hard work of our staff, we've done it.

It's a demonstration of a complete team effort, including every member of staff through to our excellent contractors. If all of us weren't working at the top of our game, we wouldn't be seeing this fantastic feedback.

Not that we are resting on our laurels. We have been going through every single comment, good and bad, to see what can be done, where necessary, to eliminate any issues that led to them being made.

I know our board are also delighted, not just with the outcome, but also the number of you who took the time to complete the survey, so thank you to everyone who took part.

The board have also been talking about staffing of late. We are making an extra effort through our website and our social media to showcase what a good place to work this is. We know that one of the reasons you get such brilliant service is that our team feels appreciated and empowered to do the job in the way they see fit.

However, it would be naive to think we'll never need to recruit again, so we have created an 'Employee Value Proposition', which basically means telling anyone who is interested in working here how much our existing staff like it. We hope to attract the very best staff when recruiting in the future.

Still talking about our board, our Chair, David Trethewey, and I are extremely pleased to be welcoming new members Cherry Bennett, Tom Willis and Sarah Knight.

They'll bring a wealth of experience and knowledge to our already excellent team.

We've had quite a few months without much to shout about on the development front, but that doesn't mean we haven't been busy in the background. We are approaching the finishing straight on our first partnership with Gaiger Brothers, which will give us two rental and two shared ownership homes in Poulshot over the next couple of months.

These energy efficient homes will be heated by Air Source Heat Pumps and have PV arrays to help reduce bills, not only on the roofs of the houses but also on the sheds to meet current building regulations - they may well be the nicest sheds in the county!

As well as that, Hills Homes are developing a lovely scheme at Garden Close, Sutton Benger, where we will have five rental homes and three shared ownership homes. These could be ready by late summer if the weather stays kind to us.

All of these homes will have carpets and the shared ownership homes will benefit from hobs and ovens.

I'm delighted that we are finally assessing tenders from developers to build four rental and two shared ownership homes, in Knighton Road, Broad Chalke, near Salisbury in partnership with the Broad Chalke Community Land Trust. It's a project that has taken almost nine years to get to this point and while there's still a bit of red tape to cut through, we can finally see the day when the diggers move in. Hallelujah.

Enjoy the good weather (if it lasts) and I'll speak to you here in the summer if I don't see you before.

Steve Warran, Chief Executive



Repairs and maintenance

Maintenance Manager Darrel Smith gives us his regular update on what his repairs and maintenance team are up to.

We are entering a busy period as we embark on our annual maintenance and installation programme.

Our contractors will be working across Wiltshire, Swindon and Somerset replacing 12 kitchens, 16 bathrooms, 9 heating systems and the windows and doors in ten homes over the coming months.

An awful lot of logistics goes into making sure we have all the right parts and fittings ordered, surveys are carried out and contractors earmarked and ready to go. Getting in early means we get the best teams of fitters, which in turn means our residents get the best possible service.

We've managed to secure a very good financial deal with our suppliers, based on the numbers we've ordered, so that's another reason for getting ourselves organised early.

As soon as the new financial year begins on April 1 we like to get up and running to try and get the work completed by the end of September if we can. That way we have a really good idea of what our budget is looking like and we can maybe pencil in more work if we have the funds.

As part of the programme we are fitting solar PV panels at 12 properties and, if possible, we'd like to be able to do a few more. This is a really good thing to do because it really makes a difference to residents' energy bills.

Asset Management Officer, Sarah Occleshaw and I will be keeping a close eye on things once the programme gets under way because the least little setback can knock the programme off kilter. When it comes to repairs and maintenance we don't let the grass grow under our feet and nor do our grounds maintenance contractors, who are back out now after a very successful first year with us. We saw complaints about grounds maintenance fall by 80 per cent and I'm sure that will be even lower this year. They've begun grass cutting and will be moving on to hedge trimming as quickly as possible before the birds' breeding season starts.

I'm looking forward to getting out and about to see the contractors out on site – that's usually on sunny days but that's just a coincidence.

We've now installed 15 damp monitors in homes where we have had persistent or returning issues. We're working with Cosi Homes to do this and I'm hoping the monitors, which will measure temperature, humidity and dew point will be able to identify trends that allows us to pinpoint the peaks and troughs so that we have the science to help us with the diagnosis.



Pictured: Darrel Smith, Maintenance Manager & Winston

Monitoring humidity levels can show us if they are high over a long period, even though the heating and the ventilation seems to be okay, and that could point to something like a roof or a ground leak as the cause of the issue.

For the first time over the last year we've been doing analysis on damp and mould issues and from April last year to this we have responded to 121 issues – at a cost of around £75,000. If using the monitors helps us to nip these issues in the bud, we'll have more money to use on improvements like those mentioned above.

The introduction of Awaab's Law last October puts the onus on landlords to act quickly and I'm confident we are doing that. We've just had an independent audit carried out on our processes, actions, follow ups and conclusions regarding Awaab's Law and the auditors were happy with all our outcomes. Phew.

Thank you to Julie and Sarah for helping with this, it's always a team effort and thank you to all our lovely tenants who have helped us with accurate diagnosis and sending in pictures, you've been an enormous help.

Enjoy the spring and look out for me when the sun has his hat on.

Darrel

P.S remember to test those smoke alarms.



Careful conservation puts a shine on historic windows



Pictured: Hand-built windows and doors at Church Street, Kilmersdon

A painstaking renovation project to replace the windows in four listed homes in Kilmersdon, Somerset is under way.

The homes in Church Street, which are almost 200 years old, are all getting new windows and doors but because of their listed status, specialist contractors have been called in.

“The homes are also in a conservation area and we’ve had to get plans approved, which means hand-built windows and doors,” said Maintenance Manager Darrel Smith. “We have been working closely with 3 Solutions, Tekton Bespoke and Curtisan Carpentry, along with our architects PKA.

“It’s quite complex and expensive because the buildings are all stone with stone mullions and they have to be treated with the greatest respect, both internally and externally, during the installation process.”

The project has taken eight weeks to complete the fitting of two houses, with another eight weeks scheduled to fit the other two.

“ They are looking really good and the contractors have done an excellent job so far,” said Darrel. “I’m looking forward to seeing them all finished.



More homes will soon be ready at two developments

Two beautiful housing developments in Wiltshire will add much needed homes to two rural communities and boost the local economy there.

White Horse is working with renowned building firm Gaigers of Devizes on its very first housing development at Townsend Farm, Poulshot. The developer is building 14 new sustainable homes on the site of the former dairy unit, four of which will be purchased by White Horse.



Pictured: Homes at Townsend Farm, Poulshot being developed by Gaigers.

There will be two two-bed homes for rental and two two-beds for shared ownership. All of them will be energy efficient, with Air Source Heat Pumps and PV arrays – solar panels – to help reduce bills.

Unusually, the panels will not only be on the roof of the houses, they'll also be on the shed roofs to meet building regulations.

The homes will also come with carpets and flooring as part of a new White Horse policy.

The site will have excellent green credentials, its landscape and biodiversity improvements include the removal of old concrete buildings and replacement with more green space. It will provide ecological benefits including bird nesting boxes, gardens and street planting, a new pond and de-culverting measures, new wildflower grassland, special boundary entrances for hedgehogs and low level lighting.

The development could be complete by early summer.

There will be five new rental homes and three shared ownership homes at Garden Close, Sutton Benger, which is being developed by Hills Homes and could be ready by late summer. In Phase One there will be two one-bed and two three-bed homes to rent.

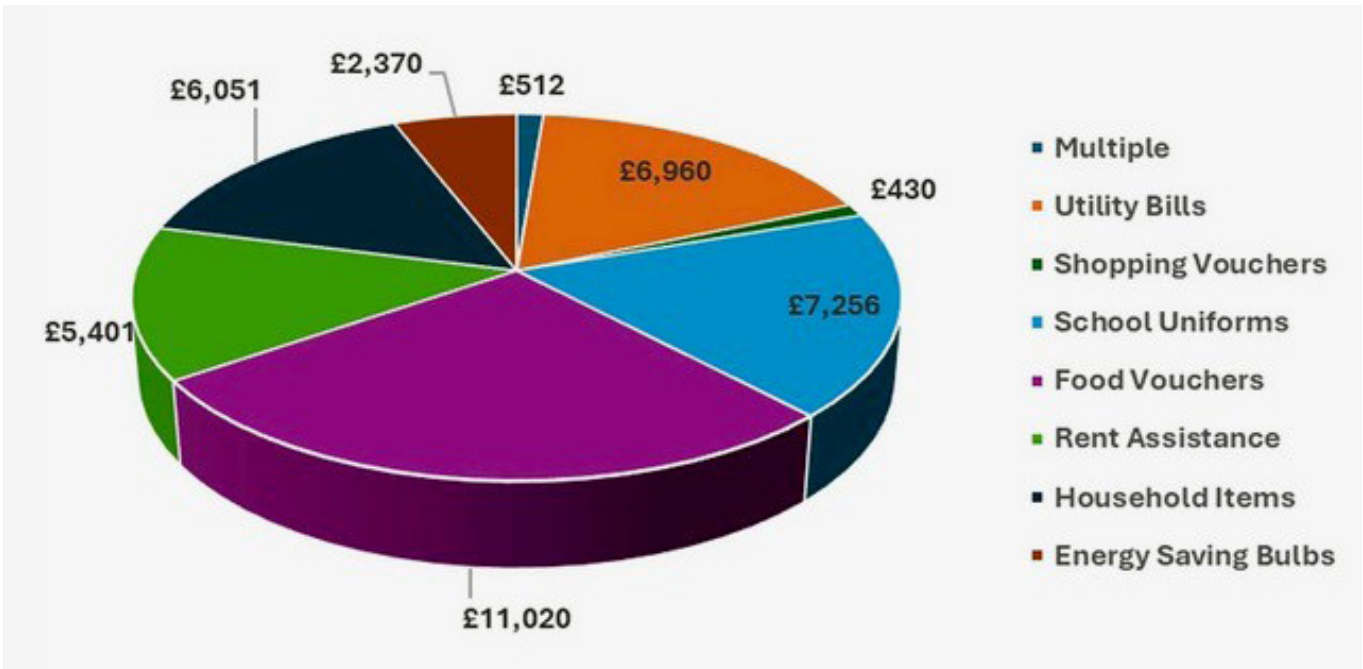
Phase Two will have one three-bed home to rent and three three-beds for shared ownership.

As ever, we will be aiming to house people in both developments with local connections. Check our website and Facebook page for more information about availability.



Pictured: Homes at Garden Close, Sutton Benger, being developed by Hills Homes

Cost of living support helps 75 per cent of residents



Pictured: Chart showing how the funds were spent

Money set aside by the White Horse board and from Wiltshire Council’s Household Support Fund meant that 348 households received 566 grants to help with the cost of living.

The grants helped residents with rent payments, shopping vouchers, energy saving bulbs, food vouchers, utility bills, household items, school uniforms and multiple other needs.

The board earmarked £10,000 and an application to the council brought in £30,000, allowing the White Horse operations team to support many residents struggling with household bills over the last financial year, said Operations Director, Belinda Eastland.

“Due to the high level of funding available, our Housing Officers were able to target most of our tenants in some way throughout the year,” she said. “Eligible households were invited to apply for food vouchers, school uniforms, help with utility bills and other wider essential items to assist them.”

The fund helped 146 households with children, 96 pensioners and 14 households containing disabled people, additionally staff were able to help 92 other households who were struggling but did not fit in to one of the above categories. “In total 348 households - that’s 75 per cent of all White Horse Housing’s households - received some form of assistance from the fund,” said Belinda.

Applications came from across all four local authority areas where White Horse has homes but, because the money from Wiltshire can only be spent in the county, there is a skew of where grants went. While 67 went to Somerset, 43 to Swindon and 12 to BANES, there were 444 awards made in Wiltshire.

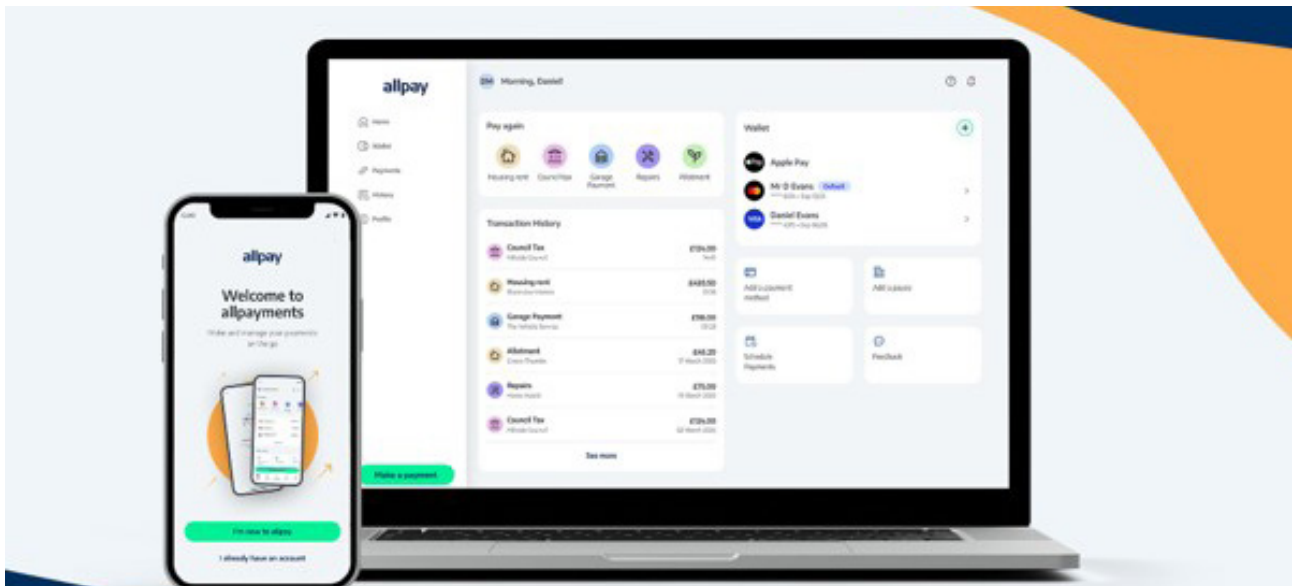
Belinda said “the fund has given staff a clearer picture of who the most vulnerable households are and why.

“This year we tried to assist with building resilience for the future as well as crisis support. As a result 50 households received energy saving light bulbs from the scheme to help with ongoing electricity costs,” said Belinda. “During the summer heatwave we supplied a vertical compact fan to 40 pensioner households who were struggling with the heat.”

“We’re extremely grateful to the help we received from Wiltshire Council, and also our board, in recognition of the ongoing high costs of food, fuel, utility bills and wider essentials.”



Digital payments platform being replaced



If you use the allpay platform to pay your rent you'll need to use a new one, called allpayments, because the existing one is closing down on 11th May 2026.

The allpay app and Internet Payments portal are being brought together into the single, upgraded allpayments platform.

If you currently use the old app or website, you need to switch to continue making digital payments.

This is not just a regular update to the app, you'll need to download the brand-new allpayments app from the Apple App Store or Google Play Store.

Alternatively, you can use the refreshed web portal at www.new.allpayments.net.

Just log in to the new app or website using your existing allpay username and password. Once signed in, your information will automatically transfer to the new service.

This updated app is designed to make paying and managing your bills easier. It includes helpful features like a **'Pay again'** button for quick repeat payments, the ability to track your transactions and download receipts and modern payment options like Apple Pay and Google Pay.

If you do not currently use digital payments, you don't need to do anything but the app is an easy way to manage payments from your phone, tablet or computer.

If you have questions or need a hand setting up, talk to a member of the White Horse team.

Pay your bills with the **allpayments app**

Quick & easy set-up

Real-time push notifications



Secure log in

Repeat payment with **Pay again**

Apple & Google Pay

The quickest and smartest way to make and manage your payments on-the-go!

Download for free from:



Tenant portal goes tonne-up



Pictured: Belinda Eastland, Operation Director, Tracy Crook, Housing Assistant & Ann Norvill, Housing Officer

More than **100** residents have now signed up for our new, improved **My Tenancy portal**.

The 100th tenant to register via our website was Lynda Tutton of Winterslow.

To date 103 people have now registered and are finding it an easy way to keep in touch with everything in their tenancy account.

You can access it from the homepage of our website and if you haven't used it before you can easily register there and then online. Once you are in you can see a dashboard that has all the up to date information about your recent transactions and account charges, you can print a statement and make a payment.

You can also report a new repair request and upload photos, keep track of your repair history and leave feedback, see when your next few inspections are scheduled and see all the documents associated with your account.

In March there were over 70 logins, with 34 downloading documents, ten paying their rent, nine requesting a repair, 17 changing or setting a password, two completing a "get in touch" form, three completing a repairs feedback survey and two changing household information.

Operations Director Belinda Eastland said: "It's really good to see people finding it useful. Our staff are always available to answer queries but the portal makes getting things done easier at times when it suits our residents."

Log In

Your username

This is usually your email address

Your password

Show

Using a private computer or device?

Stay logged in for 6 months

Log in

[Forgotten Password?](#)

Have not registered for an account yet?

Register

Find the My Tenancy portal at the top of the homepage at whitehorsehousing.co.uk.



Scheme visits 2026

30/4/26	Pewsey, Milton Lilbourne, Burbage, Collingbourne Ducis
14/5/26	Mildenhall, Chilton Foliat, Marlborough, Ogbourne St George
28/5/26	Burton, Castle Combe, Luckington
3/6/26	Great Somerford, Sutton Benger, Kington Langley
18/6/26	Kilmersdon, Terry Hill, Faulkland
30/6/26	Urchfont, Rushall, North Newnton
9/7/26	Peasedown, Writhington, Coleford, Bruton
22/7/26	Bishopsdown, South Marston, Hannington, Wanborough
31/7/26	The Comptons, Winterbourne Monkton, Wroughton
13/8/26	Ashton Keynes, Leigh, Minety, Hullavington
27/8/26	Kilmington, Corsley, Dilton Marsh
3/9/26	Colerne, Box
17/9/26	Redlynch, Whiteparish, Winterslow
8/10/26	Heddington, Rowde, Bromham
22/10/26	North Bradley, Southwick, Semington, Staverton, Hilperton



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