



Leazes Homes Annual Report 2024/25

About us

We are a small affordable housing provider based in Newcastle upon Tyne. We offer a range of housing options to those in need, from family homes to supported living for older people and those with additional care needs. We are part of the Karbon Group, which owns and manages around 34,000 homes across the North East of England and Yorkshire.

We have 759 homes, which includes:



417

general needs



320

supported and
older people homes



11

intermediate
rent homes



9

shared ownership



2

leaseholders

A warm welcome

On behalf of Leazes Homes Board, I'm delighted to share our Customer Annual Report for 2024/25.

We're publishing this report to ensure you are kept up to date on how we're performing against the standards set by the Regulator of Social Housing.

It is also a chance to look back at what we've achieved between April 2024 and March 2025, the progress we've made and the difference our work has had in your communities. The report is about keeping you informed, showing how we've performed, celebrating our achievements and being honest about where we're focusing our efforts to improve. Being open and accountable to you is really important to us.

It's now been more than a year since we joined the Karbon Group, and your feedback so far has been incredibly encouraging. We've seen significant improvements in tenant satisfaction, and we hope you've all started to feel the benefit of this partnership. We've also met or exceeded most of our customer service targets, which is great news.

Joining Karbon has opened up new possibilities for us. Being part of a larger organisation means more opportunities, improved services and extra resources to support you – our tenants. Karbon has a great track record of delivering high-quality homes and repair services and is financially strong, which gives us confidence that we can keep improving and delivering for all of you.

Some personal highlights of mine include the refurbishment of communal areas at Trevelyan Court and Dewley House, which have brought a fresh, welcoming feel to both spaces for residents and visitors. We've also seen significant improvements to the gardens across our supported living schemes – tenants are spending more time outdoors, and the feedback has been overwhelmingly positive.

Looking ahead, we remain focused on listening to your views, acting on your feedback and continuing to work with Karbon to provide well-maintained, safe homes and excellent services.

Thank you for your continued support, trust and engagement. We're proud of the improvements we've made over the last year and looking forward to building on that progress in the year ahead. With the strength and stability of the Karbon Group, we're confident we can continue to provide good-quality homes and excellent services for all our tenants.

Thank you.

Dawn Keightley

Chair of Leazes Homes Board

Introduction to the standards set by the Regulator of Social Housing

The Regulator of Social Housing (RSH) is the independent organisation that oversees social housing in England. It sets clear standards that all registered providers, like Leazes, must follow when renting out homes.

These standards are designed to ensure that homes are safe, well-maintained and energy efficient. They also focus strongly on tenant experience, meaning that tenants should be listened to, treated with respect and supported. In addition to this, the standards emphasise the need for social housing organisations to be financially resilient, well-managed and committed to delivering value for money in the services they provide.

For tenants, this means greater protection, clearer service expectations and a stronger say in how their housing services are managed.

Our annual report shows how we've worked with Karbon to meet these standards and improve outcomes for our tenants. We're committed to being transparent, accountable and always striving to do better - guided by the principles set by the RSH.

Tenancy Standard

This standard ensures homes are allocated fairly and transparently. It also focuses on supporting tenants to remain in their homes and maintain successful tenancies.

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- **80 tenants moved into our homes.**
- **The average time to re-let homes was 72.91 days, compared to our target of 43.5 days.**

The longer re-let times are mostly due to homes that were already vacant before we joined Karbon and remained empty at the time of handover. Since the report includes that period, those homes are included in the figures.

The good news is that performance has improved significantly. Homes that became vacant after Karbon took over are now being re-let much faster, averaging 42 days, which is better than our target.

Housing Officer Paul Grainger talks about the changes he's seen since Leazes joined the Karbon Group:

"I think a lot of customers have found it to be a really positive experience. They feel they're being listened to more. We've been able to come in and do more customer care visits which has made a difference for customers as we've been able to build better relationships.

"Going forward, we're going to build on these positive engagements and getting them to understand that they're the focal point of what we do."



Karbon's Money Matters Team supported **96** Leazes tenants who got in touch for help with a variety of enquiries. Many of these focused on financial wellbeing and crisis support, while others involved welfare rights and Universal Credit.

Thanks to the work of the team, they helped tenants successfully benefit from financial improvements totalling **£116,470**.

In one case, Karbon supported a tenant in accessing previously unclaimed benefits, securing nearly **£15,000** annually in Housing Benefit and an additional **£3,000** in Pension Credit for them.

Karbon's support also helped bring in around **£60,000** a year in Universal Credit and **£8,500** in Discretionary Housing Payments - making a real difference to our tenants.

Transparency, Influence and Accountability Standard

This standard focuses on being open with tenants and treating everyone with fairness and respect so that you can access services, raise complaints, influence decision making and hold us to account.

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Collecting your rent

- o Average weekly general needs rent was **£103.08**
- o We collected **103.01%*** of rent against our target of **99.7%**
- o Our rent arrears were **2.58%** of our rental income against our target of **3.45%**

*Collecting more than 100% of rent can be because arrears have reduced, some tenants have paid in advance and/or we've collected rent owed by former tenants.

Have your say

We love hearing from you and some of your ideas are helping shape the future of our sheltered housing.

Recently, some of our tenants joined Karbon's Sheltered Housing Forum, a space where you, other Karbon customers and Karbon colleagues come together to talk about what matters most in our older person's accommodation and explore ways to make things better.

At one of our latest forums, the conversation focused on mobility scooters - how they help people stay connected to their community and reduce isolation and how we can improve access and storage.

Tenants had the chance to speak directly with one of Karbon's Supported Housing Managers, sharing their experiences and ideas. Together, they explored:

- o Challenges with scooter access in some older buildings
- o Suggestions for a mobility scooter guide for safe usage
- o Options for relocation if scooter access isn't possible in a current home
- o Ideas for feasibility studies to look at scooter storage across schemes.

Thanks to everyone's input, Karbon's now created a mobility scooter guide and posters for all our sheltered schemes and Karbon is continuing to work on improving access wherever it can.

Safety and Quality Standard

This standard focuses on quality accommodation, a cost-effective repairs and maintenance service, the health and safety of tenants and the provision of an adaptations service that meets tenants' needs.

- **100%** of our homes meet the Decent Homes Standard
- **98.80%** of emergency repairs completed within 24 hours against a target of **99.80%**
- **55.78%** of non-emergency repairs completed within 20 days against a target of **87%**
- **84.8%** of tenants were satisfied with the repairs against a target of **85%**

While Karbon's repairs service continues to receive high customer satisfaction overall, and emergency repairs are managed quickly, its non-urgent repairs are taking too long. Karbon is committed to improving this and it has already invested an additional £2.9m to recruit more trade colleagues and sub-contractors, with wait times already reducing.

Building and Customer Safety

Karbon makes it a top priority to carry out regular safety checks in your homes to ensure all appliances and safety equipment are in a safe working condition. This includes things such as annual gas services, weekly testing of communal fire alarm systems and five-yearly electrical tests. Karbon also has dedicated teams responsible for managing your safety.

Karbon ensures our homes are kept safe by successfully checking gas appliances in your home once a year, prior to the certificate expiry date:

- **Result: 100%**
- **Target: 100%**

Karbon will ensure all our blocks of flats have current and up to date Fire Risk Assessments:

- **Result: 100%**
- **Target: 100%**

Tackling damp and mould with Awaab's Law

Making sure you live in safe, well-maintained and energy efficient homes is at the heart of what we do. This includes homes free of damp and mould.

The Government announced the introduction of Awaab's Law from 27 October 2025. The law is named in memory of two-year-old Awaab Ishak, who tragically passed away after prolonged exposure to mould in his family's home in Rochdale.

The law means social landlords, like us, must respond to resolving health hazards, like damp and mould, within set timeframes.

Karbon's approach to damp and mould includes:

- Taking an active approach, carrying out five-yearly surveys of all homes and keeping an even closer eye on those more vulnerable to damp.
- Replacing doors, windows and roofs when needed to stop water getting into homes.
- Making improvements to homes to make them more energy efficient, because poor insulation can be a cause.
- Training colleagues to spot signs.
- Responding quickly to customer reports and concerns.
- An update to customer advice materials, sharing its approach and everyday tips we can all follow to prevent issues. Karbon has also translated the materials into different languages, which you can find at **www.karbonhomes.co.uk**
- Creating a new dedicated Damp and Mould Team, which solely focuses on delivering repairs to resolve damp and mould issues.

Looking ahead

- Karbon already works to respond to all emergency repairs within 24 hours – whether it's a gas leak, electrical issue or unsafe damp and mould. From October 2025, this became a legal requirement. Where Karbon isn't able to undertake repairs straight away, a written report will be provided to you, detailing next steps and a plan with timescales for any necessary repairs.
- Reports of damp and mould will be inspected within 10 working days and works will commence within five working days if it's found to be a significant hazard.
- These protections will expand over the next few years. By 2026, new safety standards will cover dangers like excess cold and fire risks, with even more improvements coming in 2027.

If you spot damp and mould in your home, please let Karbon know straight away. Call 0808 164 0111, email info@karbonhomes.co.uk or report it via the MyKarbon portal.

Neighbourhood and Community Standard

This standard focuses on the cleanliness and safety of neighbourhoods and communal areas; the promotion of social, environmental and economic wellbeing; and the prevention and tackling of 76s anti-social behaviour.

Celebrating age inclusion

Over the last year, Isabel Hutchinson and Norma Hart Shawn both reached a big milestone in November 2024 and March 2025, respectively, celebrating their 100th birthdays.

Kilbourn House tenant Isabel celebrated her big day with entertainment from a live singer, followed by a buffet with birthday cake, cards, presents and flowers. Meanwhile at Lawson House in Byker, Norma and her guests were treated to a special solo performance from a member of The Baldy Holly Band, who entertained the crowd with a number of 1950's rock 'n' roll classics.

The birthday celebrations are just a few examples of the work to promote age inclusion within our schemes. Activities are a vital part of day-to-day engagement with tenants. Karbon's Supported Housing Officers put together a yearly calendar of events which include bingo, quizzes, live singers, knitting, crafts, movies and reading clubs.

These activities are key to maintaining the mental health and wellbeing of our tenants. They help our tenants to be socially active and can prevent loneliness and social isolation.

Karbon also offers digital skills sessions to help customers learn how to use devices and online services. Its Digital Skills Coaches provide dedicated one-to-one and group coaching sessions, working with our tenants to put together action plans to help them achieve their goals.

Since turning 100, Isabel has decided to take part in some of Karbon's digital skills sessions, having bought herself a tablet, with the help of her grandson. Karbon's Digital Skills Coach, Lesley spent some one-to-one time with her to help get her started and set up her tablet. Despite having no Wi-Fi in her home, she's taken full advantage of the free Wi-Fi in the lounge area and enjoys playing games like Mahjong and Solitaire.

Creating welcoming spaces Dewley House and Trevelyan Court

Over the last year, our extra care schemes Dewley House and Trevelyan Court have undergone transformative refurbishments.

Dewley House has 50 homes, while Trevelyan Court includes 40, with each scheme offering a safe, supportive environment for older tenants.

The refurb has seen the two buildings benefit from new high-quality furniture, soft furnishings, artwork and accessories to transform the communal areas into warm, functional spaces that reflect the needs and preferences of those living there.

The project included the lounges, dining rooms, reception areas and breakout spaces, each designed to encourage social interaction and support tenants' wellbeing and be spaces they can be proud of.

The layout and furniture choices in the dining room were designed to promote inclusivity, with wheelchair-accessible tables and a variety of seating heights to support those with different mobility needs, ensuring everyone can dine in comfort and confidence.

Your Neighbourhood

76.3% of customers were satisfied that their landlord makes a positive contribution to the neighbourhood (Karbon Group figure)

Karbon will visit all our schemes and estates on a quarterly basis and where relevant will invite residents, local authorities, police and other parties to attend.

100% of visits to Leazes areas were completed

Karbon's in-house Grounds Maintenance Team and external contractors ensured that grounds maintenance and cleaning services continued safely and to a high standard.

Its Community Safety Team dealt with **37** Leazes anti-social behaviour cases of varying seriousness but all very important to our tenants.

Karbon continued to work with key partners, such as the Police, to support victims of anti-social behaviour and deal with perpetrators.



A noise complaint from one of our tenants in Newcastle led to a successful multi-agency response that demonstrates the power of collaboration. Although the anti-social behaviour (ASB) was taking place within a nearby park, the proximity of the tenant's home meant the noise had a significant impact on their wellbeing.

Karbon worked closely with Northumbria Police and the Safer Living Team at Newcastle City Council to address the issue. The Police issued a Community Protection Notice to deter the group responsible for the disturbances. Meanwhile, Karbon took practical steps to reduce the impact on our tenant by installing additional internal glazing in the room most affected.

This case highlights how a joined-up approach can deliver real results for our communities, making homes more peaceful and lives more comfortable.

Here to help

Karbon's Safer Communities Officer, Rebecca Higgins told us how her passion for helping people has made a difference to the wellbeing of people in our communities.

"I'm passionate about helping people overcome trauma and violence.

"We have a zero-tolerance policy towards domestic abuse. We make every effort to provide victims with the support they need and stop perpetrators.

"I recently supported a woman who had experienced domestic abuse from her ex-partner. She didn't have anywhere to go, but we were able to arrange refuge for her, so she didn't have to go back to her home. A few weeks later we helped her move, got her a furniture pack and referred her to a domestic abuse support service who offer ongoing emotional support and counselling."

Customer satisfaction and feedback from across the Karbon Group

If you make a complaint, Karbon will aim to resolve 80% at the first stage.

○ **Result: 92.50%** ○ **Target: 80%**

Karbon will answer calls into its Customer Relationship Team via the freephone service within 100 Seconds. Monday to Friday 8am to 6pm.

○ **Result: 58 seconds** ○ **Target: 100 seconds**

Karbon will answer calls to its emergency 'out of hours' telephone service within 100 seconds.

○ **Result: 66 seconds** ○ **Target: 100 seconds**

Complaints and compliments

In the last year:



○ **17 compliments** were received from Leazes tenants



○ **40 complaints** were received from Leazes tenants, with 92.50% resolved at the first stage

○ We had **no complaints** escalated to the **Housing Ombudsman**.

Learning from our complaints

Karbon handles complaints on our behalf. Together, we want to ensure Karbon is responding to complaints effectively and fairly to create a positive complaint handling culture. To do this, we'll both learn from feedback from you to try and improve the experience for everyone.

Here are some of the key lessons learned from formal complaints received across Karbon Group this year:

What people said:

Customers wanted Karbon to improve how it handles complaints.

What Karbon did:

At the start of the year, there was an increase in complaints. Karbon wanted to address this quickly while also identifying and addressing the root causes of complaints to enhance the overall experience. So, more of its colleagues got involved to ensure it kept to its promised timescales. Looking ahead, Karbon has set up a new Feedback Team to work closely with its Operations experts, who provide repair services.

This means its operational teams will have more time to improve services while still providing a high-quality complaints process. Karbon is also hiring someone whose main role will be to learn from complaints, spot trends and find ways to make its services even better.

What changed:

Karbon's seen response times improve in the second half of the year. It improved response timescales in the short term and the new team has been recruited and launched in May 2025.

Reducing the wait time for repairs

What people said:

Karbon customers were unhappy about the wait times for repairs.

What Karbon did:

Karbon invested an additional £2.9m to recruit additional trade operatives and extra sub-contractors to respond to the increased demand for repairs and cut down on wait times for appointments.

What changed:

Karbon carried out over 108,000 repairs last year, including 6,000 more than usual, helping to reduce wait times and improve services.

Tenant Satisfaction Measures

In 2023, the Regulator of Social Housing (RSH) created a new way to assess if social landlords in England are meeting standards, called Tenant Satisfaction Measures (TSMs).

What are the measures?

There are 22 different themes that get checked to make sure that everyone lives in a safe, comfortable place with a landlord who cares about them.

Ten of them are measured Karbon's performance – like how quickly it fixes things and keeps your home safe. The other 12 are measured through a survey with tenants; to see how satisfied they are with their home and with the service we provide. All social landlords in England must collect and publish the data.

It is intended that people will be able to use these measures to understand how landlords are doing and if they're meeting the regulator's standards. The aim is to make the performance of all social housing landlords in England visible and easy to access for customers.

Results from every housing provider are available to everyone to view online, compare and question.

Our results

Thank you to everyone who has taken the time to respond to the surveys when asked. Since joining the Karbon Group, we're delighted that we've seen a significant improvement in our results.

The results below cover the period from April 2024 to March 2025. The Group figures includes Karbon Homes, Leazes Homes and 54North Homes (another of Karbon's subsidiaries).

| Tenant Satisfaction Measure | % satisfied | | |
|--|----------------------------------|-----------------------------------|--|
| | 2024/25 results (Leazes only) | 2024/25 results (Karbon Group) | 2023/24 results (when Leazes was under previous management) |
| Overall satisfaction | 81.2% | 81.5% | 67.4% |
| Satisfaction with overall repairs service | 84.8% | 84.1% | 50.8% |
| Satisfaction with the time taken to complete most recent repairs | 82.6% | 74.6% | 53.2% |
| Satisfaction that the home is well-maintained | 86.4% | 84.8% | 54.4% |
| Satisfaction that the home is safe | 88.9% | 89.9% | 71.8% |
| Satisfaction that the landlord listens to tenant views and acts upon them | 81.3% | 70.9% | 50.6% |
| Satisfaction that the landlord keeps tenants informed about the things that matter to them | 86.4% | 85.6% | 64.1% |
| Agreement that the landlord treats tenants fairly and with respect | 92% | 89.8% | 67.8% |
| Satisfaction with the landlord's approach to handing of complaints | 25% | 43.2% | 19.5% |
| Satisfaction that the landlord keeps communal areas clean and well-maintained | 65.4% | 74.7% | 62.5% |
| Satisfaction that the landlord makes a positive contribution to neighbourhoods | 85.7% | 76.3% | 45% |
| Satisfaction with the landlord's approach to handling anti-social behaviour | 65% | 68.3% | 24% |

What our tenants said during the surveys:

"I am quite happy with Karbon. They are there for us."

"Since they have taken over, they are brilliant. Karbon care and are doing something about it (damp and mould)."

"We got taken over by Karbon Homes recently. I've had problems with my heating previously, and my child has health problems and Karbon Homes sorted it straight away. When we ring them for repairs, they're on it straight away."

"I had a problem where I could smell gas. After I contacted them, someone was out within the space of 20 minutes to check the boiler."

"Every time I have a problem, they act quickly, with financial hardship, they kept me in my home, and they supported me."

"They are dead good. Their customer service is good. They will do anything for us. The communication is brilliant. I can't mark them down on this."

Some of you also shared some frustrations:

Thank you for all of your feedback. We know some of you have had to wait longer than we'd like for a repair. However, throughout the year, Karbon's repairs backlog has continued to reduce. We hope you've been able to experience a quick response to any issues you have had. We know there's still much room for improvement and Karbon is continuing to clear the backlog, and we thank you for your patience while they do so.

Karbon sends its At Home with Karbon magazine to all of its customers three times a year. All our tenants have been added to its distribution list unless you've specifically asked not to receive it. Karbon also sends a digital newsletter via email three times a year to tenants whose email addresses they have. If you're not receiving At Home with Karbon, would like to sign up for the digital newsletter or you'd like to suggest articles for inclusion, please email communications@karbonhomes.co.uk or call **0808 164 0111**.

"When I report something, it takes weeks for them to come out."

"Everything takes a bit long to get done."

"I've had a newsletter before but not often."

"I am not receiving the newsletter."

Economic Standards

The Economic Standards focus looks at how well an organisation is run and if it is financially viable.

As a profit-for-purpose organisation, Karbon Group reinvests any money it makes into maintaining and enhancing existing homes and developing the services it provides. Karbon holds the highest possible rating - G1 for governance and V1 for financial viability - from the Regulator of Social Housing, reflecting its strong leadership and sound financial management.

We set our rent in line with the Government's regulations, which saw an increase of **2.7%** in 2024/25. The rents and service charges we receive was used to pay for day-to-day services provided by Karbon on our behalf during 2024/25.

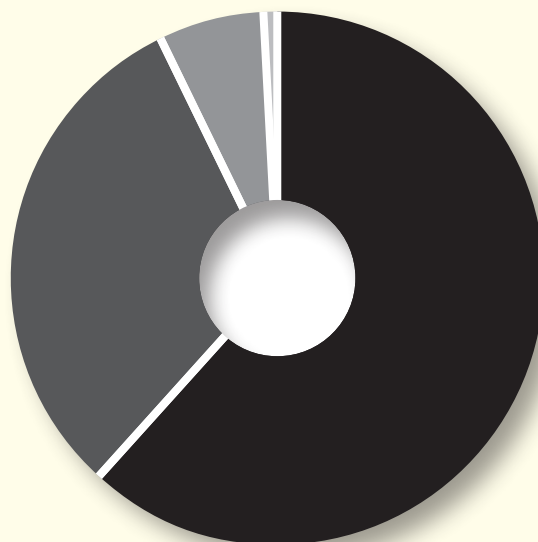
Our financial statements

We publish our financial statements each year to ensure transparency and keep our tenants informed about how we manage and use our resources.

Income

| | |
|---|----------------|
| ■ Rent charged to customers: | £4.787m |
| ■ Service charges collected from customers (e.g. cleaning, lift servicing, door entry systems): | £2.333m |
| ■ Grant income-amortisation – (the recognition of grant funding over the life of housing properties): | £414k |
| ■ Other income: | £2k |
| ■ Interest receivable: | £42k |
| Total: | £7.578m |

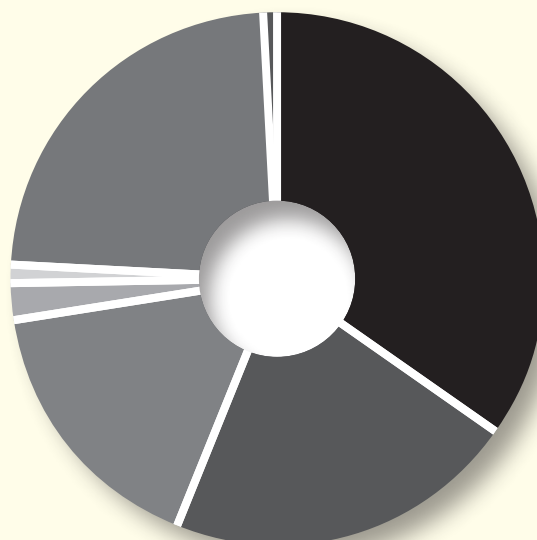
Income (£'000)



Expenditure (£m)

| | |
|---|----------------|
| ■ Services (e.g. cleaning, lift servicing, door entry systems): | £2.369m |
| ■ Depreciation, impairment and write-off of housing properties: | £1.451m |
| ■ Loan interest: | £1.122m |
| ■ Management of properties: | £138k |
| ■ Planned maintenance: | £73k |
| ■ Routine maintenance: | £1.587m |
| ■ Bad debts (debts that can't be recovered): | £51k |
| Total: | £6.791m |

Expenditure (£'000)



Statement of Comprehensive Income

For the year ended 31 March 2025

| | 2025 £'000 |
|---|---------------|
| Turnover | 7,536 |
| Operating costs | (5,669) |
| Gain on disposal of property, plant and equipment | 15 |
| Operating surplus | 1,882 |
| Interest payable and financing costs | (1,080) |
| Total comprehensive income for the year | 802 |

Surplus

When we have a surplus of income over our expenditure, we use it to fund investment in our existing homes.

Statement of Changes in Reserves

At 31 March 2025

| | Revenue Reserve £'000 | Designated Reserve £'000 | Total Reserves £'000 |
|---|-----------------------------|--------------------------------|----------------------------|
| Balance as of 1 April 2023 | 2,041 | 809 | 2,850 |
| Total comprehensive income for the year | 619 | - | 619 |
| Transfer between reserves | (196) | 196 | - |
| Balance as of 1 April 2024 | 2,464 | 1,005 | 3,469 |
| Total comprehensive income for the year | 802 | - | 802 |
| Transfer between reserves | 36 | (36) | - |
| Balance as of 31 March 2025 | 3,302 | 969 | 4,271 |

These financial statements were approved by the Board and agreed for publication on 17 November 2025. These were signed on the Board's behalf by:



Dawn Keightley,
Leazes Board Chair



Russell Hall,
Group Director of Governance,
Karbon Homes



Scott Martin,
Leazes Board Member and Executive
Director Resources at Karbon Homes

Get in touch

This report is designed to keep you informed about our performance as an organisation and how we're delivering services to you.

We'd greatly appreciate your constructive feedback on the report, whether it's about the content or the design, so we can ensure it meets your needs and find ways to make it even better in the future.

You can get in touch with Karbon's Communications and Marketing Team, which produces the report, in the following ways:

✉ **Communications@karbonhomes.co.uk**

☎ **0808 164 0111**

📱 **@karbonhomes**

To chat to us about anything else, contact Karbon's Customer Relationship Team. The full service is available 8am - 6pm on weekdays:

✉ **info@karbonhomes.co.uk**

☎ **0808 164 0111**

🌐 **www.karbonhomes.co.uk**

or visit our social media pages @KarbonHomes.

Did you know, you can use your MyKarbon account to pay your rent, check your balance, update your contact details or to book a repair at a time that suits you?

Visit **www.karbonhomes.co.uk/mykarbon** to log in or register.



Accessibility

This report has been approved for publication and we've made a digital version available on our website. We've created a plain text version to support those using accessibility tools such as translation, audio, changes to the size of text, ruler and screen mask.

We also aim to make our information and services more accessible by using plain English in our communication and offering sign language and language interpreters where required.

If you would like this document in an alternative format or have any questions relating to the report, please contact **inclusion@karbonhomes.co.uk**

Leazes Homes Limited is a Registered Society under the Co-operative and Community Benefit Societies Act 2014 (number 8692) and its registered office is Number Five, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG. It is regulated by the Regulator of Social Housing (number 4633).