

StMungo's

Annual report to residents **2024-25**



Foreword

This has been another busy year for St Mungo's. Sadly, the number of people experiencing homelessness and the number of people sleeping rough has, again, increased. Demand for our services has therefore risen and our teams have continued to work hard to help people get the support they need.

Significant work was undertaken across the year to prepare for an inspection from the Regulator of Social Housing. The Regulator published their Regulatory Judgement on 30 April and came to a judgement against their Consumer, Governance and Viability Standards; awarding St Mungo's C2, G2 and V2 ratings.

This was the first grading of St Mungo's against the Consumer Standard, which was introduced in April 2024. Both the Governance and Viability gradings confirmed the same rating as the previous regulatory judgement, made in 2021.

In summary, the gradings at level 2 means that St Mungo's complies with the Regulator's requirements but there are areas for improvement. We are committed to achieving a 1 rating for both the Consumer and Governance Standards. We have agreed with the Regulator that, due to the nature of our organisation, it is not realistic nor necessary for us to strive for a V1 rating, as we do not want to hold large levels of reserves, but instead will work within the financial limits agreed with our Trustees and in accordance with the guidance from the Charity Commission.

We were especially pleased that the Regulator said that they "saw evidence that St Mungo's offers a range of opportunities to hear from its tenants and that its engagement is well supported by its staff, with evidence of adjustments being made to enable tenants to participate."

We are currently working with the Regulator on an Improvement Strategy, which sets out the work that we will do over the coming period to make further improvements and sets the pathway to achieving Grade 1 ratings.



As every year, I want to say thank you to everyone who lives at our services for contributing to St Mungo's. You are why we exist and the reason why St Mungo's is able to provide the services we do, where everyone is welcome and where we are determined to end homelessness and rebuild lives.

Emma Haddad
Chief Executive, St Mungo's

What you said about us

St Mungo's undertakes a full Client Survey every other year, this year was not one of those years. However, every year we conduct a Tenant Satisfaction Survey, that asks clients who are residents in buildings we provide for their views.

In 2024-25 473 residents replied to our survey, of the clients that responded to each question:



79%

were satisfied with the overall service received.



80%

were satisfied that St Mungo's provides a home that is well maintained.



76%

were satisfied with the overall repairs service over the last 12 months.



83%

were satisfied their home is safe.



72%

were satisfied with the time taken to completed their most recent repair in the last 12 months.



79%

were satisfied that St Mungo's listens to their views and acts upon them.





83%

were satisfied that St Mungo's keeps them informed about things that matter to them.



88%

of those with communal areas were satisfied St Mungo's keeps communal areas clean and well maintained.



87%

agreed that St Mungo's treats them fairly and with respect.



79%

were satisfied St Mungo's makes a positive contribution to the neighbourhood.



69%

were satisfied with St Mungo's approach to complaints.



79%

were satisfied with how St Mungo's approaches handling anti-social behaviour.

Full results from the survey are available on our website, including details about how we are using the results of the survey to improve the services we provide.

Complaints

We believe complaints are important. They help us understand what's not working, fix problems, and improve our services. We welcome feedback from you, neighbours, and anyone else who wants to raise a concern. We always aim to listen carefully, respond fairly, and learn from what people tell us.

We received 495 complaints, which is 24% fewer than last year.

- Most complaints were handled at the first stage, with a small number moving to stage two.
- We saw fewer complaints about anti-social behaviour, repairs, and cleanliness, but we know these issues still matter and need attention.

How we responded

- **81%** of complaints were completed on time, which is an improvement on the performance last year.
- **41%** were acknowledged within five working days, which we recognise is not good enough and we're working to improve this.

When we finished investigating complaints:

- **31%** were upheld
- **34%** were partly upheld
- **23%** were not upheld

The remainder were not concluded because they were withdrawn or there was insufficient information to investigate them.

What people complained about

- **Anti-social behaviour** (like noise and rubbish): **101** complaints
- **Cleanliness and accommodation** (including pest control): **55** complaints
- **Repairs** (like leaks and heating problems): **39** complaints

Even though there were fewer complaints in these areas, we're working hard to make sure these issues are dealt with quickly and properly.

Who made complaints

- Most complaints came from residents
- Others came from neighbours, family members, advocates, and external organisations.

What we've learned and improved

We've made some important changes based on the complaints we received:

- We've updated our pest control procedures and made sure the right team is managing this.
- We've created a new guide to help staff support vulnerable residents, especially around repairs and rent.
- Our Repairs team received extra training on how to respond to complaints.
- We also check all stage two complaint responses before they're sent, to make sure they're fair, respectful, and follow our policies.

When we finished investigating complaints:

We've got a clear plan to keep improving:

- We're reviewing overdue complaints every week
- We're sharing learning with staff across the organisation
- We're launching new policies and checking how well they're working
- We're also working to make it easier for people to give feedback and tell us how we're doing.



Want to make a complaint or learn more?
Visit: mungos.org/contact-us/complaints

Repairs and Maintenance:

Listening, Improving, Delivering

Over this year we have made meaningful progress, with a renewed focus on delivering better services for our residents. The improvements we have made are as a result of listening to client feedback and taking action on it. Much of the improvement is driven by the change in contractors that we raised in last year's report. Our new contractors are now fully embedded in our operations, helping us deliver repairs with greater speed, consistency, and quality.

This year, we saw a reduction in the total number of repairs raised, which suggests fewer issues being reported overall — a positive sign that our homes are becoming more resilient and well maintained. Of the **7,710** repairs raised, **25%** were emergencies, and we responded to these with urgency and care, completing **70%** on time. That's a step forward from last year's performance, and while we're not yet at our 95% target, we're moving in the right direction.

For non-emergency repairs, we're pleased to report we're consistently meeting — and often exceeding — our benchmarks. **'By appointment' repairs were completed in an average of 12 days**, well within the 20-day target. **Complex repairs, which often require more time and coordination, were completed in**



just 9 days on average, against a 60-day target. These results reflect the dedication of our teams and the effectiveness of our new approach.

We've made significant improvements in how we tackle damp and mould — a concern that residents have rightly raised. In preparation for upcoming legislation, including Awaab's Law, we've introduced a robust and transparent process. Damp and mould cases are now reported directly to our executive

team, ensuring they receive the attention they deserve. We've appointed a dedicated lead staff member to oversee this work, strengthened our partnerships with contractors, and introduced rigorous post-inspection checks to ensure repairs are completed to a high standard.

Performance

Emergency

70%

Complex

79%

By appointment

85%

All repairs performance

81%

Averages

Emergency

4 days

By appointment

12 days

Complex

9 days



Client involvement

You, our clients are at the heart of what we do, and we work to ensure that this reflected in all our work. Whether it's your support, your service, the wider organisation at St Mungo's or the community we want you to be involved.

Our Client Involvement strategy launched in October 2024 sets our approach and our commitment to you.

Opportunities for you to influence and get involved at St Mungo's include:

- Being a **client rep**
- Joining the **Client Advisory Board**
- Undertaking a **client placement**
- **Feeding back** through opportunities in our repairs or procurement teams
- Becoming a **St Mungo's Ambassador** and sharing your story
- Taking part in **staff or trustee interviews**.

Over the next year, we will be launching a new client communications approach and continuing to deliver our client involvement week to shine a spotlight on you.

**It is your organisation:
let's make it the best
it can be.**



Deon's story

Deon lived in one of our hostels for three years. Now, she's moved into her own place, but she's still involved with St Mungo's. She goes back to visit the clients and staff in her service, and she's a member of our Client Advisory Board.

I am a Londoner, born and bred in Hackney. I have always had mental health problems. So my work life has been interspersed with periods of not being able to work because I haven't been well and stuff. I've actually been evicted a couple of times, due to not being able to manage my affairs when I haven't been well.

The most recent period of homelessness caused a breakdown. It wasn't long after I was released from hospital that I went into a St Mungo's hostel. I was there for three years. It's been a really great experience.

It took me about six months to stop having anxiety attacks to be able to have conversations, to come out of my room. But I always felt supported, whatever I needed or wanted to ask about, there would be someone to listen.

I found that crafty things would just help me feel less, crazy, really. And then I began to share



that with people in the hostel.

So we'd do jewellery making, art sessions, 'crafternoons'. We even had an exhibition of work that we'd all created. And I've always just loved being involved in community and bringing people together.

I moved out at the end of June last year, after I was fortunate enough to be nominated for social housing. I love my flat. It's great to have my own space again.

I joined the Client Advisory Board essentially because I'm nose-y. I think it's really important to have a variety of voices so that there's lots of input and the decisions actually reflect the people they're going to affect.

To anyone considering joining the CAB, I would say, 'go for it'. You can influence the decisions that affect you while you're living in St Mungo's services.



More information

More information about St Mungo's is available on our website mungos.org, including information about our trustees and executive team.

Information about our finances and our annual review are published here: mungos.org/about-us/our-finances and information for you, our clients, is here: mungos.org/clients

Thank you to all the St Mungo's clients, volunteers and staff whose photographs and stories appear in this publication.

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