

Annual Report

2025/2026

ongo



Welcome to your Annual Report

Corporate Plan update

Page 2
Page 3
Page 4

Board update

Page 5

Overview of our homes and services

Page 6
Page 7
Page 8

Maintenance

Page 9
Page 10

Keeping you safe

Page 11
Page 12
Page 13

Your neighbourhood

Page 14
Page 15

Income

Page 16

Complaints

Page 17
Page 18

Involving tenants

Page 19
Page 20
Page 21

Investing in your home

Page 22

Regeneration and development

Page 23

Governance, risk and financial viability standard

Page 24

Performance overview

Page 25
Page 26

Ongo in numbers

Page 27

Support

Page 28



Being a great landlord



Here's what we've done in 2025-26:

Key achievements

- Halved our repairs work in progress jobs from 6,500 to 3,200 and completed over 43,000 repairs, improving average completion times from 40 to 25 days.
- Achieved 100% compliance across key building safety areas, including gas, fire, asbestos, legionella and lifts.
- Delivered 233 new homes, exceeding our target of 213, and started 112 new homes on site.
- Maintained 99.8% Decent Homes compliance and increased stock condition survey coverage to 95.6%.
- Strengthened service delivery through a new regional repairs model, improved governance and assurance, and the publication of a new Strategic Asset Management Plan.

Priorities for the year ahead

- Further improve repair performance, customer experience and communication.
- Strengthen compliance assurance, data quality and resident engagement on building safety.
- Progress new housing developments while balancing investment in existing homes.
- Deliver the Strategic Asset Management Plan, focusing on safety, decency, energy efficiency and long-term sustainability of our homes.

Being a great landlord focuses on homes being in good repair, safe and secure in clean, well-maintained neighbourhoods, filled with community spirit. It also sets expectations on communication and keeping people informed.

To read the full Corporate Plan, head [here](#).



Being customer focused

Being customer focused involves maintaining and enhancing skills of colleagues so they deliver an excellent service. Large investment in local communities and support including employment, training, financial and mental health is also a key area of focus, so that tenants and customers feel empowered and thrive.

To read the full Corporate Plan, head [here](#).

Here's what we've done in 2025-26:

Key achievements

- Strengthened Ongo's customer voice approach by bringing together customer feedback, TSMs, complaints learning, scrutiny and community insight into a single framework, supported by the Customer Focus Committee and new Service Improvement Forum.
- Improved the "You Said, We Did, So What?" process, demonstrating how customer feedback has influenced decisions and service improvements.
- Enhanced complaints handling and governance, embedding learning and contributing to improved customer satisfaction and complaint performance.
- Successfully launched the new Neighbourhoods model, creating three regions, 29 neighbourhoods and dedicated Neighbourhood Officers to provide more visible local services.
- Increased customer engagement and profile data collection to better understand customer needs and shape services.
- Continued investment in communities, employment, training, wellbeing and social value initiatives, supporting more than 1,100 people through employment and training programmes.
- Delivered successful community engagement activities, including the Community Carnival, sports partnerships and promotion of the ASB Pledge.
- Invested in colleague development through customer service training and professional qualifications.
- Maintained sector-leading income collection performance, supporting continued investment in homes, services and communities.

Priorities for the year ahead

- Improve customer satisfaction, confidence and service excellence through targeted neighbourhood actions.
- Continue embedding learning from complaints, including AI and insight-led approaches to drive service improvements.
- Further strengthen the neighbourhood model through Regional Neighbourhood Plans, increased visibility and enhanced engagement.
- Launch a Customer Impact Report to demonstrate how customer feedback is influencing services and outcomes.
- Continue investing in communities, social value, employment support, training and wellbeing initiatives to maximise customer and community impact.



To grow and be sustainable

To grow and be sustainable will be achieved by investing in homes, along with building and acquiring new ones, ensuring they are fit for purpose and cost effective. It means improving local environments, reducing carbon footprint, and improving financial stability and the governance of the organisation.

To read the full Corporate Plan, head [here](#).

Here's what we've done in 2025-26:

Key achievements

- Invested £33.95 million in building and acquiring new homes, delivering 233 for affordable and social rent, and shared ownership.
- Of the homes we built. 45% were given the highest EPC rating of A, with the remaining 55% achieving B.
- Invested £10.64 million in improving existing homes to ensure they remain fit for purpose.
- Commitment to sustainability recognised in achieving SHIFT Gold accreditation and completing all work funded through the Social Housing Decarbonisation Fund (SHDF) Phase 2.
- Creation of a new Strategic Asset Management Plan and Development Strategic Plan to support future investment and growth.
- Maintained our V1/G1 regulatory gradings, demonstrating strong governance and financial viability.
- Expanded Ongo Heating & Plumbing through the acquisition of Trent Valley Electrical Service (TVES) and launched Ashbridge Access Solutions as a new business line within Ongo Roofing.

Priorities for the year ahead

- Invest £44.6 million in development projects, delivering 223 new homes during the year.
- Invest £16.2 million in improving existing homes.
- Maintain our SHIFT Gold accreditation.
- By the time of our next report at least 95% of our current stock of homes will have an EPC rating of C or above.
- Maintain our V1/G1 regulatory gradings.

Board update

2025/26 was a significant year for the Board,

with changes to both our governance structure and leadership. Following seven years as Chair and nine years of service to Ongo, Bob Walder stepped down from the Board. Throughout his tenure he championed Ongo's values, customer focus and commitment to our communities. We welcomed Des Hudson as our new Chair and look forward to his leadership as we continue to deliver our ambitions.

A major milestone during the year was the launch of our new Customer Focus Committee (CFC), strengthening the customer voice in decision making and governance. With tenants forming most of its membership, the Committee provides direct oversight and challenge on issues that matter most to customers. This includes service performance, complaints, customer satisfaction and policy development.

The Board has welcomed the positive impact of the Committee in helping to ensure customer insight influences strategic decisions across the organisation.

During the year, the Board continued to support succession planning and diversity within our governance structure. Judith Tomlinson was appointed Chair of the Customer Focus Committee, bringing valuable customer insight and challenge, while Charmaine Mande continued her development through the Board Trainee programme.

We remain committed to ensuring our governance arrangements reflect the communities we serve and provide the skills, perspectives and experience needed to support Ongo's future success.

Des Hudson, Chair of the Board said: "While there is still more to do to reach the very best standards in the sector, the progress made so far is a tremendous achievement and a credit to everyone involved."

"My ambition is for Ongo to continue to grow sustainably, constantly strive to be the best we can be and be recognised as a trusted, respected social housing leader in our region."

Des Hudson
Chair of Ongo Homes Board



To find out more about our Board structures, read minutes or find out more about the people who sit on them, visit [here](#).

Overview

of our homes and services

2024/2025 2025/2026

Total homes

11,280
12,017

Homes let

695
1,044

New homes
built/acquired

189
260

Homes sold through
right to buy or acquire

84
23

Mutual exchanges

64
42



Overview of our homes and services



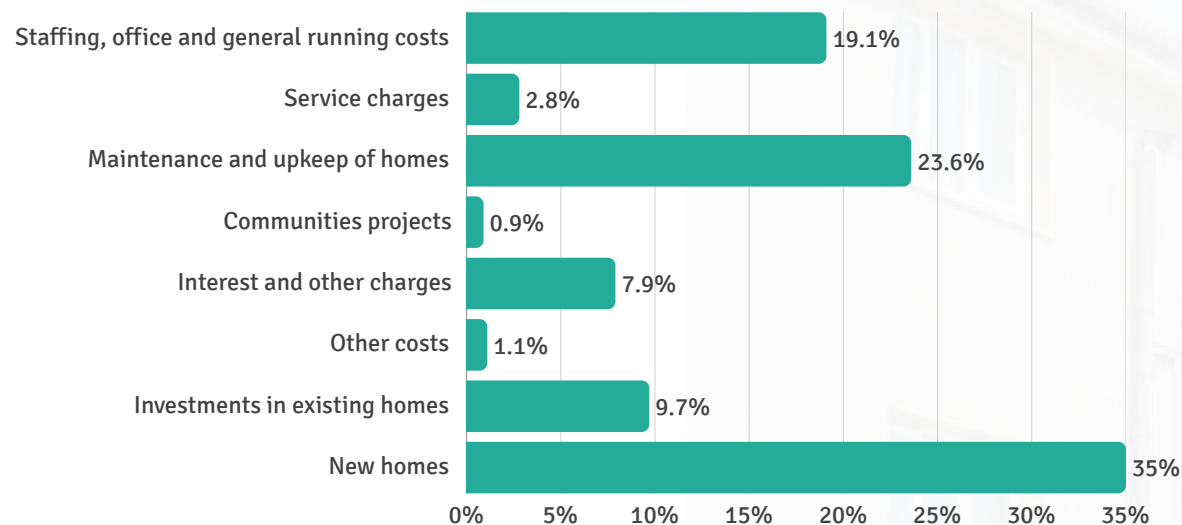
Total number of low cost rental accommodation homes	
2024/2025	2025/2026
11,280	11,412

Proportion of tenants satisfied with overall landlord services		
Target	2024/2025	2025/2026
73%	66.9%	68.1%

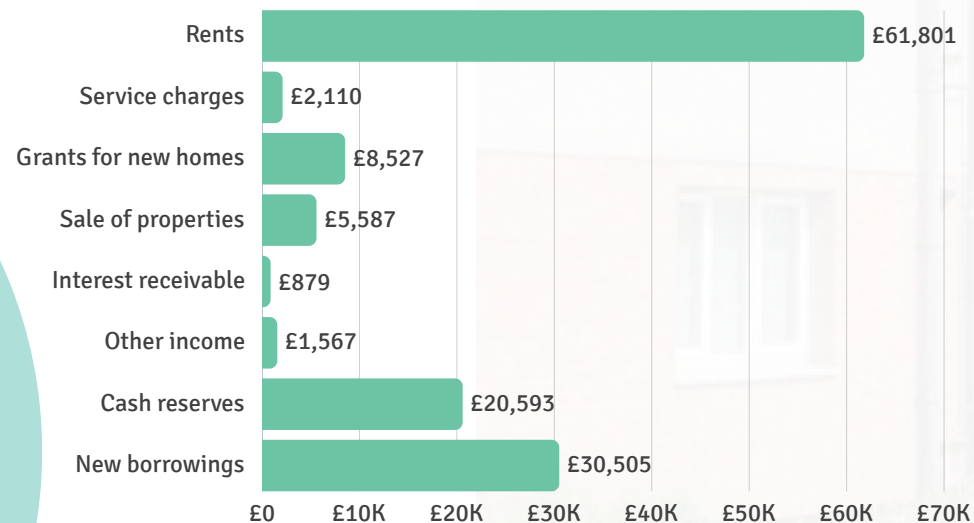
Total number of low cost home ownership homes	
2024/2025	2025/2026
199	170

Proportion of homes that meet the Decent Homes Standard		
Target	2024/2025	2025/2026
100%	99.8%	99.8%

What we spent money on:



How our income was generated:



Maintenance

During 2025/26, we invested £20.2 million in maintaining homes and keeping buildings safe for our tenants.

2024/2025 - 39,369 repair jobs carried out

2025/2026 - 43,328 repair jobs carried out

2024/2025 - 81.4% right first time result

2024/2025 - 83.1% right first time result

Between March 2025 and March 2026, we've reduced our work in progress jobs by 3,400



£10 million
on repairs



£4.8 million
on preparing empty homes for new tenants



£3.7 million
on building compliance and safety work



£1.7 million
on damp and mould

We've continued to improve our service, making appointment times more reliable and increasing the number of repairs fixed on the first visit. We have also significantly reduced the number of outstanding repair jobs, helping us provide a faster and more responsive service for tenants.

To support these improvements, we've introduced a clearer repairs journey, so tenants know what to expect when reporting a repair, strengthened our maintenance standards, and improved access to materials to help operatives complete repairs more efficiently.

We've also enhanced the way we manage empty homes, ensuring homes are ready to a consistent standard before new tenants move in, helping to improve customer satisfaction from day one.

Our continued focus on repairs has seen an increase in our average re-let time in 25/26 which rose to average of 40.6days.

Maintenance

Proportion of tenants who received a repair in the last 12 months who report they are satisfied with the overall repairs service.

Target	2024/2025	2025/2026
70%	66.30%	69.20%

Proportion of tenants satisfied that Ongo provides a home that is well maintained.

Target	2024/2025	2025/2026
70%	66%	66.8%

Proportion of tenants who received a repair in the last 12 months who report they are satisfied with the time taken to complete their most recent repair.

Target	2024/2025	2025/2026
65%	58.2%	59.8%



If you'd like to have your say on repairs or any other Ongo services, visit [here](#).

Keeping you safe

Keeping you safe remains our highest priority, and we're pleased to report strong performance across all key areas of building safety and compliance during 2025/26.

Over the last year, we achieved:

100%

Gas Safety Checks completed

95.5%

Electrical Safety Checks completed

100%

Passenger Lift Safety Inspections completed

100%

Fire Risk Assessments completed in communal areas

100%

Asbestos Reinspection Surveys completed in communal areas

100%

Fire Alarm and Emergency Lighting Testing and Servicing completed in communal areas

100%

Legionella Risk Assessments completed in communal areas

High-rise building safety

We manage four high-rise buildings in Scunthorpe. Under the Building Safety Act 2022, we're required to prepare and submit Building Safety Case Reports for high-rise residential buildings when requested by the Building Safety Regulator. During 2025/26, Building Safety Case Reports were requested, prepared and successfully submitted for Crosby House, Princess House and Sutton House.

Independent assurance

We also underwent three external audits during 2025/26. All of these resulted in an outcome of 'Strong Assurance', meaning the independent auditors have a high level of confidence that our compliance with relevant laws, regulations, standards and internal policies is effective, reliable and supported by robust evidence.

Keeping you safe

Damp and mould

448
open damp and mould cases

1,327
cases reported in the last 12 months

879
cases closed in the last 12 months

Since Awaab’s Law:

- 77% inspections completed within target.
- 22% inspections were completed outside of target.
9% of those were completed outside of target due to tenant availability.
- 99% inspection summaries sent out within target.
- 84% mould washes completed within target.
2% mould washes completed outside of target due to tenant availability.

Proportion of tenants satisfied that Ongo provides a home that is safe.		
Target	2024/2025	2025/2026
75%	71.4%	72%

Damp and mould service improvements

To support compliance with Awaab’s Law and provide a good service, we’ve made significant improvements to the way we deal with damp and mould over the past year. Updated procedures and policies were introduced in November 2025 and January 2026, alongside increased team capacity through the recruitment of a new Damp, Mould and Disrepair Officer and Damp and Mould Surveyor.

A new case management system and better reporting have improved oversight, meaning repairs are raised directly during surveys to reduce delays. An internal audit completed in January 2026 achieved a Substantial Assurance rating, confirming effective controls and processes.

Customer satisfaction surveys are being introduced to capture feedback at case closure, and further training has been delivered across key teams. Quality assurance has also been strengthened, with follow-up inspections completed on 100% of red-risk cases and 20% of amber-risk cases to ensure issues are fully resolved.



To read information on different types of damp, mould and condensation, or to report this in your home, visit [here](#).

Keeping you safe

Proportion of homes for which all required gas safety checks have been carried out.		
Target	2024/2025	2025/2026
100%	100%	100%

Proportion of homes for which all fire risk assessments have been carried out.		
Target	2024/2025	2025/2026
100%	100%	100%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.		
Target	2024/2025	2025/2026
100%	90.8%	100%

Proportion of homes for which all required legionella risk assessments have been carried out.		
Target	2024/2025	2025/2026
100%	90.9%	100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out.		
Target	2024/2025	2025/2026
100%	100%	100%

Proportion of homes with valid EICRs up to five years old.		
Target	2024/2025	2025/2026
100%	98.8%	99.5%

Your neighbourhood

Proportion of tenants who report they are satisfied with their landlords approach to handling anti-social behaviour.

Target	2024/2025	2025/2026
53%	50.7%	47.8%

Proportion of tenants who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

Target	2024/2025	2025/2026
70%	64%	67.8%

Proportion of tenants satisfied that Ongo makes a positive contribution to neighbourhoods.

Target	2024/2025	2025/2026
61%	56.2%	54.9%





Your neighbourhood

ASB update

Between April 2025 and March 2026, we received 1,191 reports of anti-social behaviour (ASB) and closed 968 cases, with 77% resolved. Customer satisfaction with how cases were handled was 52%, and feedback from tenants is helping us understand where we can improve.

Looking ahead

In 2026/27, we will continue to build on this work by:

- Improving the ASB customer journey so tenants know what to expect when reporting concerns.
- Providing clearer information and support through our website.
- Introducing updated ASB procedures that focus on early intervention, risk assessment and problem solving.
- Working with customers and partners to develop neighbourhood plans and target ASB hotspots.
- Using customer feedback to shape and improve the service we provide.

Neighbourhood model progress

We've introduced a new neighbourhood model to make our service more local, visible and focused on what matters most to tenants. Early results are positive, with satisfaction about our contribution to neighbourhoods up 10% and more tenants saying they feel safer in their communities.

We know clear communication is key, so each region will develop neighbourhood plans based on tenant priorities, such as improving communal areas, tackling anti-social behaviour and strengthening partnerships. Regular updates, newsletters and an engagement calendar will help tenants stay informed and get involved.

The new model is making a positive difference, and we'll continue building on this by being more visible, proactive and transparent in our neighbourhoods.



Find more regional updates on the website:

[Region One](#)

[Region Two](#)

[Region Three](#)

Income

Current tenant arrears as a % of the debit (excl. housing benefit).

Target	2024/2025	2025/2026
1.75%	1.20%	1.12%

% of rent loss from lettable empty homes.

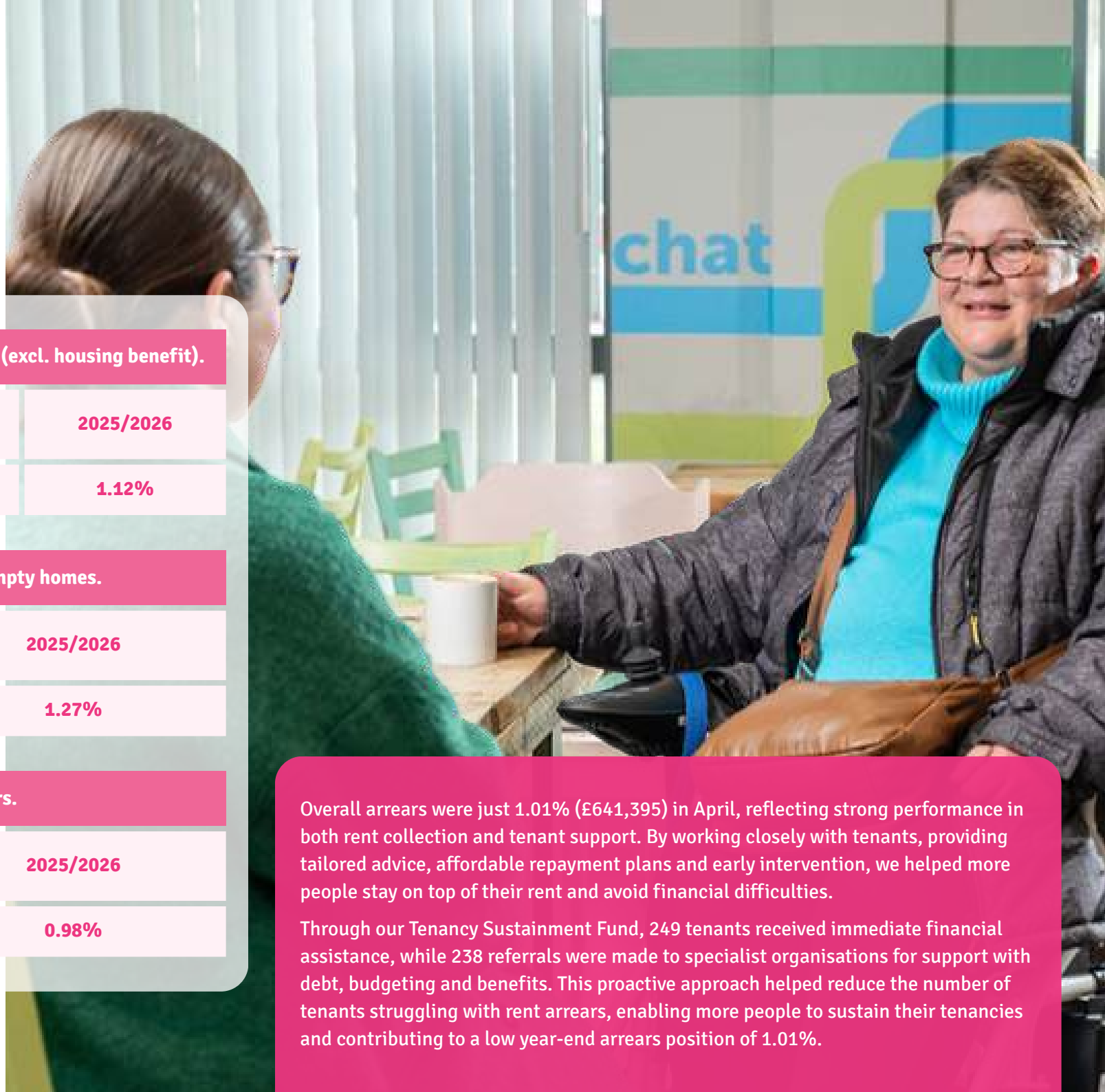
2024/2025	2025/2026
1.10%	1.27%

Former tenant arrears.

2024/2025	2025/2026
1.32%	0.98%

Overall arrears were just 1.01% (£641,395) in April, reflecting strong performance in both rent collection and tenant support. By working closely with tenants, providing tailored advice, affordable repayment plans and early intervention, we helped more people stay on top of their rent and avoid financial difficulties.

Through our Tenancy Sustainment Fund, 249 tenants received immediate financial assistance, while 238 referrals were made to specialist organisations for support with debt, budgeting and benefits. This proactive approach helped reduce the number of tenants struggling with rent arrears, enabling more people to sustain their tenancies and contributing to a low year-end arrears position of 1.01%.



Complaints

2024/2025

566

No. of stage 1 complaints received

97.3%

% of stage 1 complaints responded to within target

75.6%

% of stage 2 complaints responded to within target

2025/2026

625

No. of stage 1 complaints received

95.2%

% of stage 1 complaints responded to within target

94.8%

% of stage 2 complaints responded to within target

Key updates from area

Continued to work with our complaints panel, sharing performance information, discussing complaint themes and seeking feedback on how we communicate with our customers. Their insight has helped shape improvements in how we handle complaints and learning. We are also working regionally to align with other teams this has improved the positive complaint culture across the business with increased communication and learning. We have also brought survey feedback into one team, proactively contacting tenants following feedback.

Types of complaints

The top three themes were:

- **Communication**
- **Unresolved repairs**
- **Appointment times**

These have fed into the changes in ways of working so the regional model and introduction of the repairs customer journey which is one of the biggest changes we have made based on the feedback from customers from complaints.



Complaints



Proportion of tenants who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.

Target	2024/2025	2025/2026
36%	28.2%	33.7%

% of stage 1 complaints responded to within target.

Target	2024/2025	2025/2026
100%	97.3%	96.2%

No. of stage 1 complaints received.

2025/2026	Sector median latest
563	580

% of stage 2 complaints responded to within target.

Target	2024/2025	2025/2026
100%	75.4%	96.3%



More information on our complaints process and performance can be found [here](#).

Involving tenants

Proportion of tenants satisfied that their views are listened to and acted upon.

Target	2024/2025	2025/2026
58%	53%	53.4%

Proportion of tenants who report that they are satisfied that their landlord keeps them informed about things that matter to them.

Target	2024/2025	2025/2026
63%	58.9%	59.7%

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

Target	2024/2025	2025/2026
72%	67.9%	67.9%





Involving tenants

Tenants making a difference

Our groups of involved tenants continue to make a real impact across our services and communities during 2025/26. Key achievements included securing funding for local community activities, helping reduce anti-social behaviour through partnership working, and completing 146 tenant inspections that identified and resolved issues such as fly-tipping and repairs.

Customers influenced important decisions on rent setting, repairs, neighbourhood services, new developments, digital services, sustainability projects and building safety. They also completed an Aids & Adaptations scrutiny review, helping drive service improvements, and shaped policy reviews, internal audits and customer communications.

Our Digital Group helped improve the accessibility and usability of the My Home portal, while panels covering property services, complaints, publications, procurement, safety and sustainability provided valuable challenge and feedback to improve services and transparency.

Through focus groups, consultations and engagement days, customers helped identify and address local issues including ASB, grounds maintenance, repairs, signage and community safety, ensuring tenant voices remained at the heart of decision-making.



Find out more about getting involved [here](#).



Find an equality, diversity and inclusion update [here](#).

Equality, diversity and inclusion update

During 2025/26, our EDI Steering Group, made up of colleagues and tenants, reviewed its priorities and ways of working, helping shape plans to refresh our EDI roadmap, review policies and strengthen performance monitoring.

The group also promoted inclusion through awareness activities, learning opportunities and events celebrating diversity, helping ensure we remain a welcoming and inclusive organisation.

Something we’re proud of is maintaining our Disability Confident accreditation, reinforcing our commitment to supporting disabled people and those with long-term health conditions.

Looking ahead, we’ll continue building on this progress through a refreshed EDI roadmap, ongoing engagement and a continued focus on making equality, diversity and inclusion part of everything we do.

Investing in your home

To help us plan future improvements, we completed 2,472 stock condition surveys during 2025/26.

Last year we invested in a range of upgrades, including:

311

kitchens

74

bathrooms

15

wet rooms

194

window and door
replacements

230

insulation top ups

126

roofs

104

fire doors

923

boiler and heating
system upgrades

203

homes improved
through SHDF*

*Social Housing
Decarbonisation fund

Our 30-year plan includes £213 million of investment between 2026 and 2036 to maintain and improve our homes and for 2026/27, we have approved a £16 million capital budget.

Sustainability and Net Zero

We successfully completed our Social Housing Decarbonisation Fund (SHDF) project, improving the energy efficiency of 203 homes. We also achieved SHIFT Gold Accreditation, recognising our commitment to environmental sustainability, and continued biodiversity projects to create greener community spaces.

We are currently procuring specialist Retrofit Services to help survey our homes and develop a future programme of energy efficiency and decarbonisation improvements.

Looking ahead

This financial year, we are investing £12.8 million in planned improvements, including:

- Kitchen and bathroom upgrades in more than 350 homes
- Window, door and glazing improvements in over 450 homes
- Around 100 roof replacements
- £2.65 million invested in boiler and heating renewals
- Renewal of door entry systems
- Energy efficiency upgrades to street lighting and communal areas.

These investments will help ensure our homes remain safe, comfortable and fit for the future.



Regeneration and development

Development highlights 2025/26

This year, we continued to invest in new affordable homes across our region, delivering much-needed housing in both urban and rural communities. We started on site at two major development schemes, Cambridge Road, Grimsby and Heapham Road, Gainsborough, supporting our continued growth and investment across the area.

Of the 112 new homes started during the year, 100% will be for social rent, helping to meet local demand for affordable housing. We're also continuing to improve the energy efficiency of our new homes, with 45% of homes completed achieving an EPC A rating.

We completed several key schemes during the year, including developments at Top Road, South Killingholme, Ings Lane, Hibaldstow and Moortown Road, Nettleton. These schemes demonstrate that high-quality, affordable bungalows can be successfully delivered in rural communities where housing options are often limited.

In Doncaster, we completed 75 new homes, while in Grimsby we celebrated the completion of the first phase of our Cambridge Road development, delivering 28 new homes.

This marks the first step in a wider scheme that will provide 159 homes in total and brings the number of homes completed in North East Lincolnshire during our current Corporate Plan period to 96.

189 new homes completed.

233 total homes added.

44 homes in North Kesteven from Places for People (PfP).

112 new homes started on site.

100% of new starts delivered for social rent.

45% of completed new-build homes achieved EPC A.



Find out about all new developments [here](#).

Governance, risk and financial viability standard



During 2025/26, we continued to maintain a strong governance framework and robust financial management arrangements, supporting the delivery of our Corporate Plan and ensuring compliance with the Regulator of Social Housing's Governance and Financial Viability Standard. Our Board and Committees provided effective oversight of strategic performance, risk management, financial viability, treasury management and regulatory compliance throughout the year. The Corporate Plan and Business Plan remained closely aligned, enabling us to balance investment in our homes and services with long-term financial sustainability.

We maintained a comprehensive programme of assurance activity, including internal audits, regulatory self-assessments, risk reviews and performance monitoring, providing the Board with assurance that key controls were operating effectively and that Ongo remained well governed. Our Asset and Liability Register continued to support strategic decision-making, business planning, stress testing and recovery planning, ensuring that we maintain a clear understanding of the assets, liabilities and governance arrangements that support the organisation's resilience.

Throughout the year, we continued to monitor emerging risks, regulatory developments and financial pressures, ensuring appropriate mitigations and controls were in place. These arrangements support our ability to deliver quality services, invest in our homes and communities, and maintain the long-term strength and sustainability of the organisation for the benefit of our customers.

Performance overview

Income	Target	2024/2025	2025/2026
Current tenant arrears as a % of the debit (excl. housing benefit)	1.75%	1.20%	1.12%
% of rent loss from lettable empty homes	N/A	1.10%	1.27%
Former tenant arrears	N/A	1.32%	0.98%

Complaints	Target	2024/2025	2025/2026
TP09: Proportion of tenants who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	36%	28.2%	33.7%
No. of stage 1 complaints received	N/A	563	580
% of stage 1 complaints responded to within target	100%	97.3%	96.2%
% of stage 2 complaints responded to within target	100%	75.4%	96.3%

Communities	Target	2024/2025	2025/2026
Customer accessing employment, coaching, and training support	700	1102	946

Be a great landlord	Target	2024/2025	2025/2026
TP01: Proportion of tenants satisfied with overall landlord services (TSM	73%	66.9%	68.1%
TP05: Proportion of tenants satisfied that Ongo provides a home that is safe (TSM)	75%	71.4%	72%
TP06: Proportion of tenants satisfied that their views are listened to and acted upon	58%	53%	53.4%
TP07: Proportion of tenants who report that they are satisfied that their landlord keeps them informed about things that matter to them	63%	58.8%	59.7%
TP08: Proportion of respondents who report that they agree their landlord treats them fairly and with respect	72%	67.9%	67.9%

Offer quality homes	Target	2024/2025	2025/2026
TP02: Proportion of tenants who received a repair in the last 12 months who report they are satisfied with the overall repairs service	70%	66.3%	69.2%
TP03: Proportion of tenants who received a repair in the last 12 months who report they are satisfied with the time taken to complete their most recent repair	65%	58.2%	59.8%
TP04: Proportion of tenants satisfied that Ongo provides a home that is well maintained	70%	66%	66.8%
TP10: Proportion of tenants who report that they are satisfied that their landlord keeps communal areas clean and well maintained	70%	64%	67.8%
TP11: Proportion of tenants satisfied that Ongo makes a positive contribution to neighbourhoods	61%	56.2%	54.9%
Proportion of tenants satisfied with their repair DLO & Contractor combined (transactional & LCRA only)	70%	75.7%	84.8%
Proportion of tenants satisfied with their repair (transactional / all repairs)	N/A	75.6%	84.6%
Number of new homes delivered	213	260	189
Total number of low cost rental accomodation homes (LCRA)	N/A	11280	11412
Total number of low cost home ownership homes (LCHO)	N/A	170	199
Proportion of homes that meet the Decent Homes Standard	100%	99.8%	99.8%

Keeping you safe	Target	2024/2025	2025/2026
BS01: Proportion of homes for which all required gas safety checks have been carried out	100%	100%	100%
BS02: Proportion of homes for which all fire risk assessments have been carried out	100%	100%	100%
BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	90.8%	100%
BS04: Proportion of homes for which all required legionella risk assessments have been carried out	100%	90.9%	100%
BS05: Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	100%
BS06: Proportion of homes with valid EICRs up to five years old	100%	99.8%	99.5%
TP12: Proportion of tenants who report they are satisfied with their landlords approach to handling anti-social behaviour	53%	50.7%	47.8%

Ongo in numbers

Entity Statement of Comprehensive Income for the year ended 31 March 2026

	Note	2026 £'000	2025 £'000
Turnover	4	70,951	69,006
Cost of sales	4	(1,187)	(1,360)
Operating costs	4	(58,844)	(55,684)
Surplus on sale of fixed asset housing properties	11	3,053	1,285
Operating surplus	7	13,973	13,247
Other interest receivable and similar income	12	876	1,185
Interest payable and similar charges	13	(7,224)	(6,708)
Other finance income/(costs)	13	2,194	1,322
Gift aid		145	225
Movement in fair value of investment properties	18	93	-
Impairment of investment properties		(153)	-
Surplus on ordinary activities before taxation		9,904	9,271
Taxation on ordinary activities before taxation	14	-	25
Surplus for the financial year		9,904	9,296
Actuarial (losses)/gains on defined benefit pension scheme	28	(2,643)	(1,533)
Total comprehensive income for year		7,261	7,763

Entity Statement of Financial Position at 31 March 2026

	Note	2026 £'000	2025 £'000
Fixed Assets			
Tangible fixed assets - housing properties	16	384,592	360,328
Tangible fixed assets - other	17	2,262	2,187
Investment properties	18	1,300	1,360
Investments - other	19	30	30
Investments - subsidiaries	19	50	50
		388,234	363,955
Current assets			
Stock	20	1,818	1,250
Debtors - receivable within one year	21	4,379	3,133
Debtors - receivable after one year	21	1,879	1,784
Cash and cash equivalents		36,091	20,593
		44,167	26,760
Creditors: amounts falling due within one year	22	(14,905)	(15,221)
Net current assets		29,262	11,539
Total assets less current liabilities		417,496	375,494
Creditors: amounts falling due after more than one year	23	(271,448)	(236,707)
Net assets excluding pension liability		146,048	138,787
Pension asset/(liability)	28	-	-
Net assets		146,048	138,787
Capital and reserves			
Income and expenditure reserves		146,048	138,787
		146,048	138,787

The financial statements were approved by the Board and authorised for issue on 16 September 2026



D Hudson
Director



R Cook
Director



S Hepworth
Chief Executive



J Sugden
Company secretary

Support



Our promise

Any profit we make as a business is reinvested straight back into local communities.

Each year, we support hundreds of people through a wide range of services, including financial and benefits advice, budgeting support, employment and training opportunities, wellbeing services, digital inclusion, and practical help during times of crisis.

Through our mental health service, Ongo Talk, we provide advice, guidance and emotional support to help people overcome challenges and improve their wellbeing.

We help people develop new skills, gain qualifications, access volunteering opportunities and find employment, supporting greater independence and confidence.

We also provide specialist support for people facing homelessness or housing difficulties, helping them access safe accommodation and the support they need to maintain a tenancy.

By working alongside local partners and community organisations, we continue to make a positive difference to the lives of hundreds of people every year.



[Financial support](#)
[Ongo Talk](#)
[Get Support](#)

[Skills and Personal Development](#)
[Housing for the homeless](#)

Thank you



A heartfelt thank you to our tenants, colleagues, customers and partners for your support over the last 12 months.

Accreditations, awards and memberships

Seeking accreditation is one way in which we check that our services meet the high standards that we always aim for.

Find out more [here](#).



ongo.co.uk



[ongohomes](https://www.facebook.com/ongohomes)



enquiries@ongo.co.uk



01724 279900