

2023-24

Easy Read Annual Report



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This is First Priority Housing Association's Annual Report

What is an annual report?



This Annual Report is a document that lets our tenants know what we have been doing in 2024-25.

Who are First Priority Housing Association?



First Priority Housing Association is your landlord. We provide services to you through an organisation called MYSHON.



We provide safe homes to 422 people with learning disabilities and mental health conditions in England.

What we did in 2023-24



We carried out more repairs than last year to keep homes safe.



We reduced the number of empty homes, providing more homes to tenants.



We delivered 143 new homes in 2023-24.



We completed safety checks in tenant's homes for:

- Fire safety (96.7%)
- Gas (98%)
- Water (99%)
- Asbestos (100%)
- Electrical checks (99.2%)

What we will do in 2024-25



We want to hear more from our tenants about what we do well. We want to know what we can do better too.



We will look at our repairs service to see where it can be better.



We will find ways to improve our the service from our housing team to our tenants.



We want to keep growing the number of homes we have for tenants.



Need to contact us?

You can speak to someone over the phone on **0333 3440 911**

You can email us on helpdesk@myshon.co.uk