



# 2024-25

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## Easy Read Annual Report



[www.firstpriorityha.co.uk](http://www.firstpriorityha.co.uk)

## This is First Priority Housing Association's Annual Report

### What is an annual report?



An Annual Report is a document full of information about what First Priority Housing Association has been doing for the last year.



It gives people who might be interested in an organisation, some information about what they have been doing.

### 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 nearly 500 people with learning disabilities and mental health conditions in England.



## What we did in 2024-25



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 61 new bedspaces. We now have 614 bedspaces for tenants. 122 new tenants moved in to our properties.



We completed 99% of our safety checks in tenant's homes for:

- Fire safety
- Water
- Asbestos
- Electrical checks

## What we will do in 2025-26



### More staff

Recruit more staff including a Head of Property Services and a Senior Housing Manager to help our tenants.



### Better repairs

Keep improving our repairs service. We want more repairs done on time. We want repairs to be good.



### More listening to tenants

We want to collect more feedback from tenants. This helps to know what works well and what could be better.



### 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](mailto:helpdesk@myshon.co.uk)