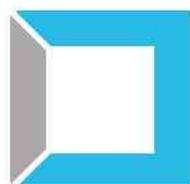


RESIDENT NEWSLETTER

2025



Dolphin Living



**“Dolphin living
has given my family
the life changing
opportunity to live
affordably in London.”**
Marylebone Square Resident

WELCOME

TO OUR 2025 NEWSLETTER



Dolphin Living is delighted to welcome you to our annual resident newsletter.

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If you require this newsletter in another language, please contact Ryan O'Connor at: ryan.o'connor@touchstoneresi.co.uk



Olivia Harris
CEO Dolphin Living

SHAPING OUR SERVICES TOGETHER

Dear Resident,

We are delighted to bring you our annual newsletter, which this year celebrates 20 years of Dolphin Living.

Over the past year, we've carried out a wide **range of improvements across our homes** – from new roofs and insulation to refreshed communal spaces, including redecorated entrance halls and replanted gardens. We've also been upgrading kitchens and bathrooms as well as making essential repairs to roads and footpaths.

Based on your feedback, even more improvements are on the way this year. These include recarpeting homes, introducing parcel storage solutions, reviewing all lifts, and upgrading entry phone systems.

We've also made changes to ensure our repairs service is more responsive and resident focused. We hope you've noticed improvements such as contractors completing multiple repairs in a single visit, being more familiar with your homes and buildings, and improved communication regarding your repairs from Touchstone.

We carry out an annual rent review to ensure we can continue investing in the condition, safety, and security of your homes. We understand rent is often your biggest expense. That's why, when calculating any increase, we take into account local earnings and rental levels. At some of our homes, we have capped **rents to help keep them affordable. If you're concerned about affordability, we encourage you to contact us so we can assess individual circumstances and offer support where needed.**

In preparation for Dolphin's 20th anniversary this year, at our annual strategy day in October, the board began planning for Dolphin's next 20 years. We've commissioned research into how London's demographics may change in the future, and how Dolphin can play a role in meeting those evolving needs. This will guide a series of projects to prepare us for the years ahead.

I was fortunate to join Dolphin in 2012, when we had just 7 homes. It has been an incredible journey, and I take great pride in visiting **our properties – many of which I first saw as building sites and now see as thriving homes.**

We've recently submitted a planning application for the redevelopment of the New Era estate **in Hackney, which includes new affordable homes.** Plans are also well underway for the refurbishment and redevelopment of Mount Close in Ealing. Alongside these, we're partnering with other housebuilders to deliver **affordable housing – and we've recently been selected as the preferred partner on two new developments, which will bring a further 22 homes.**

Thank you for being a Dolphin resident. We truly value your feedback, so please don't hesitate to get in touch if there's anything you'd like to discuss. Contact details for both the Dolphin and Touchstone teams are included within this newsletter.

Happy reading!

Best wishes

CHIEF EXECUTIVE



“Being able to rent a flat in one of Dolphin Living’s properties has improved our quality of life enormously.”

Wollstonecraft resident



Andrew Giblin
Chair, Dolphin Living

MESSAGE FROM OUR CHAIR

Dear Residents,

This year marks 20 years since Dolphin Living was founded and what an incredible journey it's been. I've had the privilege of being the Chair of Dolphin Living for the past **five years**. **Although it is now time for me to step down, I am extremely grateful for my time spent with this fantastic organisation.**

Dolphin Living has a unique charitable purpose; to support working Londoners on modest incomes to live near to their place of work. We focus on making a meaningful impact in the Westminster community and across London for those who work hard to support the **city but can't afford to live near to their place of work. London needs to retain important workers who might otherwise have to move away.**

We've built a diverse portfolio of homes across the city, and we're continuing to grow. Projects like the rebuilding of New Era and the refurbishment and redevelopment of **Mount Close reflect our commitment to creating homes that meet the needs of future generations.** We listen and learn from your feedback so we can improve the homes we own and how we work.

I'm proud to be part of a dynamic and highly skilled team that is genuinely passionate **about making a difference. This shared commitment exists throughout the organisation** and is evident in every part of our work. Together, we treat our residents with fairness and respect and listen carefully to their feedback.

What has always stood out to me is the respectful and supportive culture that runs through Dolphin. There is a commitment to treating people fairly, and the positive feedback we receive from residents and partners is testament to that.

As we celebrate two decades, we look back with pride at what has been achieved. Yet more importantly, we look ahead with energy, ambition, and a renewed sense of purpose.

Thank you for being part of this journey with us.

With best wishes,

Andrew Giblin

CHAIR



CELEBRATING 20 YEARS OF DOLPHIN LIVING

This year marks a huge milestone for us, two decades since Dolphin Living was founded in 2005.

**1800
RESIDENTS**

What started as a vision to support London's workers on modest incomes who cannot afford to rent near their place of work – has grown into **a thriving community of around 1800 residents across 17 developments in nine boroughs**, with homes provided at below-market rent levels.

840 

Our first development, One Church Square in Pimlico, was completed in 2013, delivering 39 high-quality homes. **Today, we've built a portfolio of more than 840 homes!**



Dolphin Living

CHARITABLE OBJECTIVES

We are incredibly proud to be a **charity and a non-profit housing provider**. This means any surplus income we generate is reinvested to meet our charitable objectives.

We also offer a number of social and affordable rented properties for people who are statutorily homeless, aligning with our second charitable objective of supporting those in acute need of housing.

We also provide market rent properties, which helps us fund more new homes and **maintain our diverse communities.**

DIVERSE COMMUNITIES



Residents are the heart of Dolphin Living. Your support, your stories and feedback have shaped what we do and how we do it. From our first resident in 2012 to all the new residents who join us each year, thank you for being part of our journey.

As we mark 20 years, we are proud of what we have achieved and excited for what lies ahead. **We remain focused on delivering great quality affordable homes, and fantastic customer service.**

20 YEARS DELIVERING AFFORDABLE HOMES

HERE'S TO THE NEXT 20!



YOUR FEEDBACK HELPS US HELP YOU



Jacqueline England
Customer Services Director,
Dolphin Living

It's been another fantastic year getting to know more of you as I've been out and about visiting properties across our portfolio. The opportunity to hear your views on **living in a Dolphin Living home first hand is invaluable**. Thank you for your open and honest feedback, and for all the cups of tea!

We received some great results from our customer survey this year. Thank you to **everyone who took the time to fill it in. We appreciate it. I am particularly proud that** we've maintained our high levels of customer satisfaction, but there is always more to do. We are dedicated to driving improvements in areas that matter most to you and ensuring your experience drives our decision-making.

This year we've expanded our Customer Service team so we can focus on key areas such as proactive communication, complaint handling and repairs satisfaction. I am particularly excited to see how the impact of this over the coming year emerges.

We're also placing greater emphasis on resident involvement, inviting you to take **part in projects that impact your homes – whether that's enhancing communal** spaces, working on sustainability initiatives, or improving building security. Your input will help shape better outcomes for everyone.

We're here to support you. If you're facing challenges – financial or otherwise – please get in touch. We're here to listen and help find practical solutions.

If you have any comments, ideas or concerns, I'd love to hear from you. And I'm looking forward to meeting more of you over the coming months.

Thank you, as always, for being a Dolphin Living resident.

Warm regards,

A handwritten signature in black ink that reads "J. England".

CUSTOMER SERVICES DIRECTOR

CUSTOMER SURVEY

Your feedback

We're always working to improve how we deliver our services, and your feedback plays a big part in that. We ask residents to share feedback through our annual Customer Survey. A big "thank you" to everyone who took part. Your views help us understand what's working well and where we need to improve. The next Customer Survey will be launching soon, and we hope to hear from even more of you this year.

The 2024/2025 Customer Survey results and the Net Promoter Score (NPS)

As part of our annual Customer Survey, we measure resident satisfaction using a tool called the Net Promoter Score (NPS). This is a recognised metric that helps us assess how likely residents are to recommend our services to others – a valuable indicator of both satisfaction and trust.

The NPS questions are:

- How likely are you to recommend Touchstone to a friend or colleague?
- How likely are you to recommend Dolphin Living to a friend or colleague?

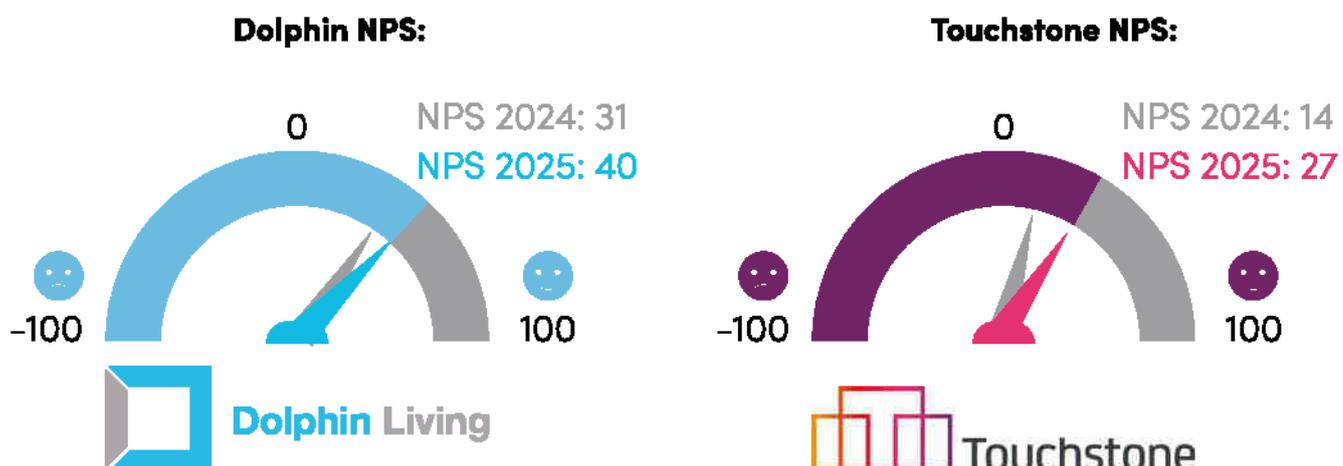
NPS scores for 24/2025:

Dolphin Living NPS: 40

Touchstone NPS: 27

- A score above 0 is considered positive
- A score above 20 is strong
- A score above 50 is excellent

The NPS for Dolphin Living rose by nine points this year, reaching 40, a positive step forward in resident satisfaction. Touchstone, our managing agents, also almost doubled their score, increasing from 14 to 27.



Tenant Satisfaction Measures (TSM) survey results:

From April 2023, Registered Providers of Affordable Housing are required, under the Regulator of Social Housing's Transparency, Influence and Accountability standard, to ask residents a set of questions every two years and publish the feedback. These questions are called Tenant Satisfaction Measures (TSMs).

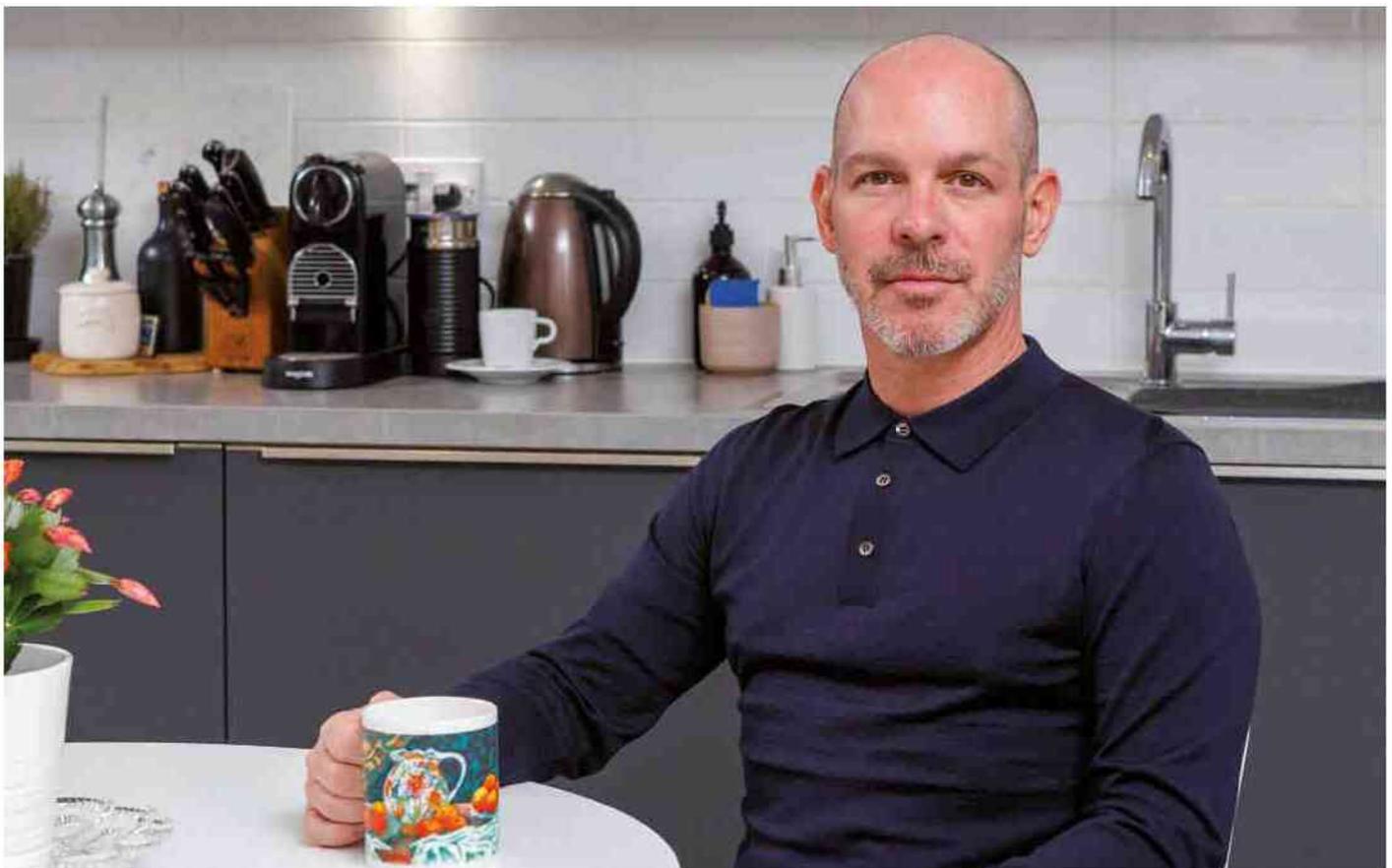
Extract from the Gov.uk website:

"The Transparency, Influence and Accountability Standard requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures. We call these measures the Tenant Satisfaction Measures. The TSMs provide tenants with greater transparency about their landlord's performance."

The TSM survey is an essential tool for measuring the quality of homes, our performance as your landlord, and our managing agents Touchstone. It provides an opportunity for you to share feedback, highlight areas where we are doing well and identify areas for improvement.

The results of the survey will be reported to the Regulator of Social Housing and published on our website too. Thank you to Dolphin Housing Limited residents who took the time to share their feedback.

Please note these residents have Dolphin Housing Limited stated as their landlord on their tenancy agreement.



Satisfaction results:

TSM Question	Score (% figures are number of residents who said they were satisfied or agreed)
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dolphin Living?	85%
If yes, how satisfied or dissatisfied are you with the overall repairs service from Dolphin Living over the last 12 months?	79%
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	77%
How satisfied or dissatisfied are you that Dolphin Living provides a home that is well maintained?	76%
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Dolphin Living provides a home that is safe?	82%
How satisfied or dissatisfied are you that Dolphin Living listens to your views and acts upon them?	71%
How satisfied or dissatisfied are you that Dolphin Living keeps you informed about things that matter to you?	83%
To what extent do you agree or disagree with the following "Dolphin Living treats me fairly and with respect"?	91%
How satisfied or dissatisfied are you with Dolphin Living's approach to complaints handling?	55%
How satisfied or dissatisfied are you that Dolphin Living keeps these communal areas clean and well maintained?	72%
How satisfied or dissatisfied are you that Dolphin Living makes a positive contribution to your neighbourhood?	61%
How satisfied or dissatisfied are you with Dolphin Living's approach to handling anti-social behaviour?	49%

We were really pleased to see that 91% of residents feel Dolphin Living treats them fairly and with respect, and that 85% are satisfied with the service we provide overall. A great relationship with our residents and providing high levels of customer service are so important to us, so these results are fantastic to hear.

That said, we are disappointed to see lower satisfaction around how we handle antisocial behaviour. We are committed to improving our approach and to addressing these issues more effectively. If you would like to discuss this further, feel free to get in touch.

Whilst not all Dolphin Living homes are owned by a Registered Provider, we think it's important to receive feedback from all residents. This is why we chose to send quarterly Customer Surveys to all residents, which include a number of TSM questions. This feedback is not shared with the Regulator of Social Housing.



How we handle complaints

Handling complaints effectively is vital for us. We want to ensure your concerns are addressed appropriately, and your feedback plays a key role in this.

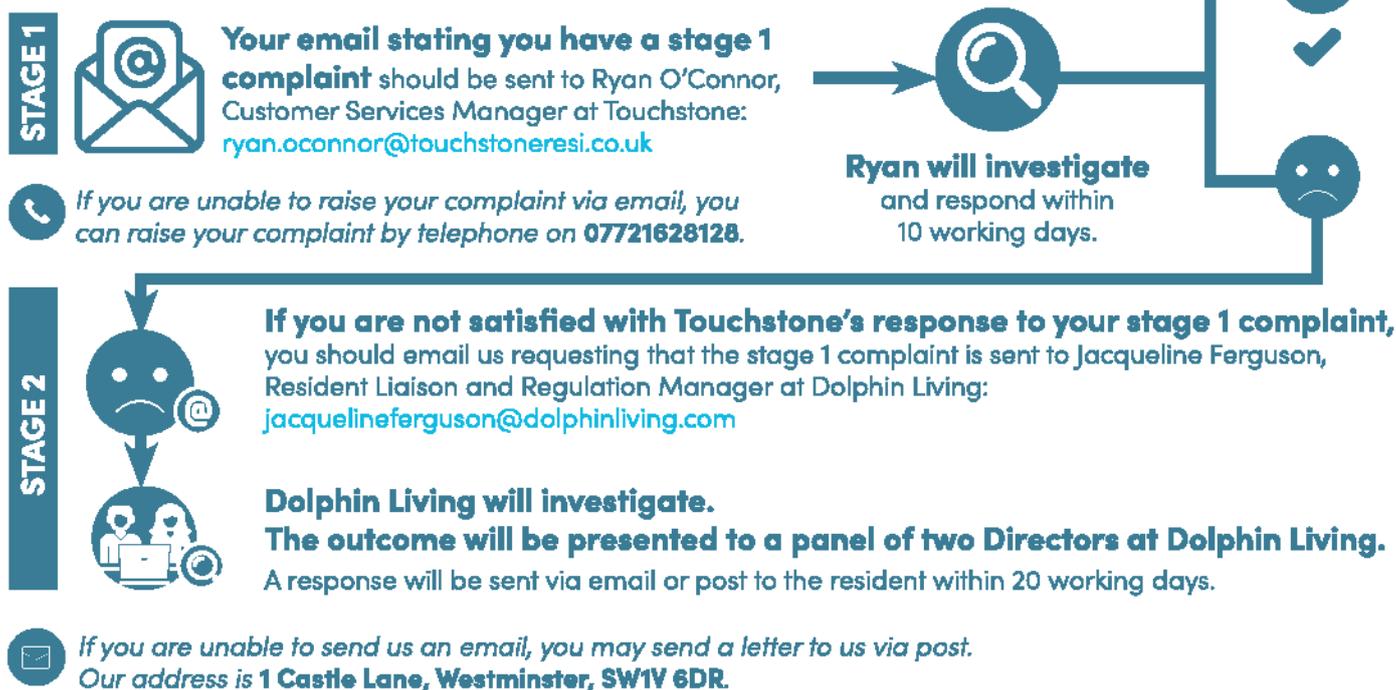
The average satisfaction score for the survey question “How satisfied or dissatisfied were you with how your complaint was handled?” was 44%. We recognise that this indicates room for improvement.

We have recently welcomed Jacqueline Ferguson as our Resident Liaison and Regulation Manager – a role dedicated to strengthening our complaints service. With this focused approach, we’ll be able to offer more one-to-one, in-person home visits to meet with residents.

We’ll also be conducting regular, in-depth reviews of any complaints or negative feedback to help drive continuous improvement to our homes, building and services. Most importantly, we want to hear about your experience first-hand of living in a Dolphin home – hearing from you in person gives us a much clearer understanding compared to corresponding by email alone.

We want to ensure you feel comfortable raising ideas and issues with us, and that we handle them effectively.

Our complaints procedure works as follows:



If you wish to escalate your complaint further, you may do so by contacting the relevant ombudsman, depending on your tenancy type. This will either be the Housing Ombudsman or the Property Ombudsman. If you are unsure which ombudsman is appropriate for your tenancy type, please contact Ryan O'Connor at ryan.oconnor@touchstoneresi.co.uk.

The websites for both services are:

- **Housing Ombudsman:** www.housing-ombudsman.org.uk/residents/bring-your-complaint-to-the-housing-ombudsman
- **Property Ombudsman:** <https://selfserve.tpos.co.uk>

If you raised a complaint this year and would like to share more feedback, please feel free to contact Jacqueline Ferguson at jacquelineferguson@dolphinliving.com

RESIDENT ENGAGEMENT

Enhancing residents' experience

Face-to-face meetings with you are essential for us to improve your experience as a Dolphin resident – as we've consistently found over the last 20 years.

We are committed to understanding and improving your experience as a resident. A big part of that commitment has been ensuring we stay connected with you.

We know conversations about your home can't always be fully captured over the phone or by email. That's why we continue to hold in-person or virtual resident meetings where possible, making them accessible to everyone. Even if you don't have a specific issue to discuss, these meetings are a great opportunity to meet your neighbours and the Dolphin and Touchstone teams. Every property will have at least one in-person or virtual engagement session each year.

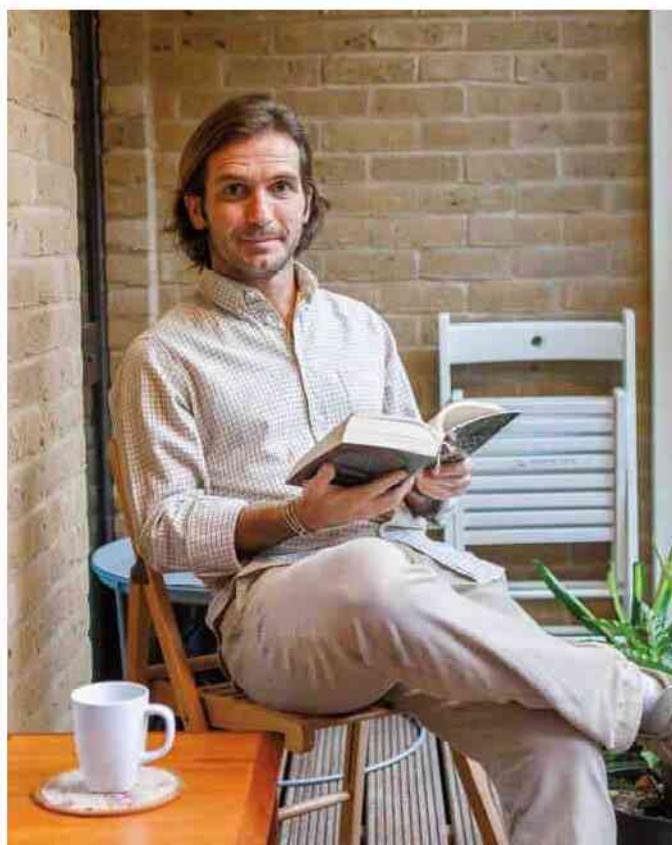
We also offer "Meet the Property Manager" sessions, where you can book an appointment at your home to raise any concerns or questions.

Along with Touchstone, we are continuing our regular estate walk-arounds to make sure we have up-to-date information on the condition of each building, their communal areas and surrounding grounds. If you see the team out and about, feel free to say hello. We're always happy to chat.

We are always looking for new ways to connect with residents and to understand what matters to you. If you have suggestions for future events or ways to improve our resident engagement, we would love to hear from you. Please contact Safiya Egeh at safiyaeggeh@dolphinliving.com with thoughts or ideas.

"Very happy with everything they have done and continue doing for us to make sure this is a great place to live."

Porchester Road resident



Meet our customer service team

As Dolphin Living continues to grow, so does our customer service team. This expansion allows us to provide even better support for our residents and address your needs more effectively.

Touchstone is your first point of contact for repairs and tenancy related matters. In addition, our dedicated team is here to help with questions or concerns you may have, whether it's a property-related or general tenancy support. We are committed to delivering a high quality, responsive service to all our residents. Below are the dedicated individuals ready to assist you:



Jacqueline England
Customer Services Director
jacquelineengland@dolphinliving.com

Jacqueline Ferguson
Resident Liaison and Regulation Manager
jacquelineferguson@dolphinliving.com

Louisa Nightingale
Resident Experience Manager
louisanightingale@dolphinliving.com

Safiya Egeh
Resident Engagement Co-ordinator
safiyaegeh@dolphinliving.com

Eleasha Nedrick
Lettings Manager
eleashanedrick@dolphinliving.com

Ryan O'Connor
Customer Service Manager (Touchstone)
ryan.o'connor@touchstoneresi.co.uk

You said, we did

We asked residents in our Customer Survey “How satisfied or dissatisfied are you that your views are listened to and acted upon where necessary?”. You gave us an average score of 83%. This shows us that while we’re on the right track, there’s always more we can do.

Here’s a look at some of the changes we’ve made based on your feedback throughout the year:



“There has been a change in my circumstances, and I am now struggling with rent.”

We understand that financial situations can change unexpectedly, and it’s important to us that you feel supported during those times. We continue to offer affordability assessments, and personalised arrears management plans as well as help accessing support from local authorities. We also launched our Temporary Personalised Rent policy this year to help residents who have a change in their financial circumstances. See page 20 for more information on affordability.



“Relatively high staff turnover at Touchstone. Can’t keep up with who to contact.”

We understand frequent staff changes can be frustrating. We’ve been working closely with Touchstone to address the root causes and ensure greater consistency across our team. Our aim is to maintain dedicated staff on our portfolio wherever possible, so residents can build strong relationships with property managers who truly understand their needs. If you are unsure who to contact, see page 41 for up-to-date contact details for each property.



“Parcels keep disappearing from the mailbox room.”

Although parcel theft has decreased across our portfolio, unfortunately we do still experience thefts. We understand how frustrating and upsetting this can be for residents. We will continue to review security measures and make enhancements where possible. This includes works to strengthen our entrance and internal doors against forced entry. As advised by the MET Police, we strongly recommend residents to have their parcels delivered to safe collection points if they cannot be at home to receive them. Most of our properties have several collection points located nearby.



“There are too many contractors coming in and out.”

We understand how multiple contractor visits can be disruptive and inconvenient. That’s why we’re working closely with Touchstone to better coordinate appointments around our residents’ availability and reduce the number of contractor visits needed. Touchstone is now able to approve additional small repairs identified during a contractor visit. This will help limit how often we need to send a contractor to your house.



PHOTOGRAPHY AND MARKETING

WE NEED YOU!

We’re excited to offer residents the chance to be involved in our photography and marketing projects. We want to promote Dolphin Living as the charity helping working Londoners find affordable homes; your stories of finding a home with us help us do that. By highlighting the diverse experiences within our resident communities, we can share the real stories that make Dolphin Living unique.

Please contact Safiya Egeh at safiyaegheh@dolphinliving.com to register your interest.

Affordability: Supporting you to stay in your home

We understand the rising cost of living continues to impact households across the UK and many of our residents are feeling the strain. We know those on lower incomes are the hardest hit by inflation and as an affordable housing provider, we are committed to offering support. This is especially true if your circumstances have changed since moving into your Dolphin home and you're now finding it more difficult to manage rent payments.

Helping you with rent payments

We work closely with residents through our Personalised Arrears Management initiative. This is for residents struggling to pay their rent, or who are concerned they may fall into, or already are in, rent arrears. We offer additional support, such as guidance on applying to Universal Credit or assistance in setting up a payment plan.

We also offer Affordability Assessments for residents whose financial situation has changed and are temporarily unable to pay their full rent. If you've requested an assessment, we'll ask for a breakdown of your income and expenses. Based on this information, we will determine if you're eligible for support, including access to financial assistance or a Temporary Personalised Rent.

These offers of support are designed to encourage residents to reach out if they're struggling financially, and they enable us to provide tailored support to help you to sustain your tenancy.

If you're facing debt-related issues, we recommend seeking advice from external debt management services in addition to speaking with us. Below are links to trusted providers offering debt advice.

www.stepchange.org

www.westminstercab.org.uk

If you would like to discuss this further, please contact Safiya Egeh at:
safiyaegeh@dolphinliving.com

REPAIRS ROUNDUP

On the right track

We've reviewed and changed our repair services based on your feedback and are pleased that satisfaction has improved.

We have been actively working to reduce repair times, streamline contractors' involvement, and improve communication throughout the process.

How satisfied or dissatisfied were you with the overall repairs service from Dolphin Living over the last 12 months?

This question received an average satisfaction score of 79%

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

This question received an average satisfaction score of 78%

If you have recently had a repair and would like to give some feedback, please contact Safiya Egeh at safiyaeggeh@dolphinliving.com. We'd love to hear from you.



Great service – every time I request a repair, it's promptly organised."

Holyoak resident



“Any repair issues to the flat have been handled efficiently by Touchstone staff.”

Wollstonecraft resident

This year's repairs in numbers

Dolphin Living spent over £4 million on repairs and maintenance this financial year. We carried out more than 7000 repairs across residents' homes and communal areas.



We continue to review and improve our repairs service, using feedback from the customer survey and working with Touchstone and other contractors.

We want to strengthen every stage of the process, from the moment a repair is raised through to completion of the repair works. Targeted improvements include quicker responses, clearer communication, timely inspections, accurate quotes, and timely checks on the quality of completed works.



“Touchstone are resilient, tolerant, empathetic and dependable.”

New Era resident

Damp and mould

Identifying and tackling damp and mould is a key priority for Dolphin Living and across the housing sector. We remain committed to prioritising the health and well-being of our residents.

Damp is usually caused by condensation. This happens when air carrying high levels of moisture deposits water on walls and ceilings, creating damp conditions where mould can grow.

Awaab's Law: Taking immediate action

Emerging legislation aims to enhance housing standards and protect tenants' rights, particularly concerning issues like damp and mould. One of the key legislative changes is Awaab's Law, introduced through the Social Housing (Regulation) Act 2023. It's named after Awaab Ishak, a child whose death in 2020 was linked to exposure to mould in social housing.

This law requires social landlords in England to investigate and fix dangerous damp and mould within specific timeframes, ensuring no tenant is exposed to the harmful effects of poor living conditions. From October 2025, landlords must carry out emergency repairs with 24 hours.

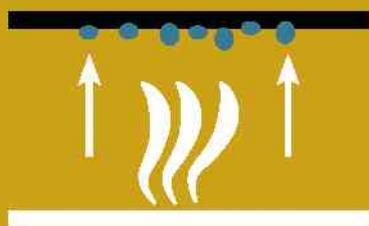
To learn more about Awaab's Law and its impact on housing standards, visit the government web-page here: www.gov.uk/government/news/awaabs-law-to-force-landlords-to-fix-dangerous-homes.

What damp and mould looks or smells like

Damp and mould aren't always immediately visible. You might notice a smell before you see any signs. That's why it's helpful to be aware of some of the common indicators, so we can help you deal with the issue as early as possible. Things to look out for include:

- Flaking paint
- Obvious moisture or condensation on walls and windows
- Black mould on walls, behind furniture or around windows where cooler surfaces, or away from drafts, causes moisture to gather
- Cracks in ceiling or walls – which may be letting water in causing further damp and mould
- Musty smell

Please get in touch with your property manager as soon as possible if you are experiencing, or think you may have any signs of damp and mould in your home. We will investigate and take action.



Condensation occurs when **warm air, containing water vapour**, meets a **cool surface** which has a temperature below the dew point of the water vapour. This causes the water vapour to cool and condense, forming **tiny droplets** which we refer to as condensation.



Reducing causes of damp and mould

We're committed to addressing damp and mould quickly when it appears. There are also some things you can do to help reduce the causes of damp and mould in your home and prevent problems:

- Open a window after a shower to allow the air to dry out
- Use your heating to keep your home warm
- Keep your home clutter-free, allowing air to circulate freely
- Open windows when cooking and keep lids on pots to prevent steam escaping
- Use extractor fans while cooking or showering
- If you are drying clothes indoors, keep a window open to allow air flow. Use an airer where possible as using radiators to dry clothes may create humidity in areas where damp and mould can grow
- Keep trickle vents open or windows open a small amount



Concerns about damp and mould?

Barry Miles is Dolphin's dedicated damp and mould specialist. His work focuses on identifying and addressing any damp and mould issues located in and around residents' homes and helps us prevent it from becoming a problem.

If you're experiencing any issues, please ensure this is reported immediately. Get in touch with your property manager or contact Barry directly:

Barry.Miles@touchstoneresi.co.uk



Barry Miles
Assistant Portfolio Manager,
Touchstone

Keeping your home cool in warmer months

Overheating can affect your health and will increase energy use. Here's a few simple tips to help keep your home cool:

- Close curtains/blinds and windows during the day to block heat
- Keep doors closed when using a fan for more efficient cooling
- Use a hot water bottle as an ice pack

If you're experiencing overheating in your home, please contact your maintenance controller. If you are unsure who your maintenance controller is, please see page 41 for contact details.

Understanding your utilities

Some of our properties are served by a communal heating and hot water system powered by a central plant room. Dolphin Living purchases gas through a utility broker to secure competitive rates, and the system supplies heat and hot water to individual homes and shared areas.

Residents are billed for their individual heat and hot water use, which includes a unit rate and a standing charge. Tariffs are reviewed regularly to ensure they remain fair and reflect actual costs.

Dolphin Living does not profit from energy charges – our charges are cost-neutral.

But remember, paying your energy bill on time helps us keep unnecessary administrative costs down. If you are having difficulty paying, please contact your billing provider for support.



Energy efficiency and sustainability

We remain committed to making our homes more energy efficient. This is a key element of the drive to greater environmental sustainability.

The main measure of energy efficiency in homes is the Energy Performance Certificate (EPC) rating. An EPC measures the energy efficiency of a property on a scale from A (most efficient) to G (least efficient).

EPCs are important for helping residents understand how energy efficient their homes are, and to support more sustainable living.

We aim for all Dolphin Living's new build homes to achieve a minimum EPC rating of B. This means the homes have a high level of energy efficiency, are well insulated and help in reducing energy bills.

Other sustainable features in our developments include secure cycle storage, encouraging cycling rather than car use, recycling bins to dispose of household waste, and limited car parking spaces to reduce vehicular carbon emissions.

We continue to make improvements to older homes. We welcome your views on how we can improve your home and building to make it more sustainable and environmentally friendly. Please contact Safiya Egeh at safiyaegeh@dolphinliving.com if you have any suggestions.

Dolphin's Silver SHIFT

SHIFT (Sustainable Homes Index For Tomorrow) is a sustainability standard for housing providers to report and benchmark themselves against other housing providers on their journey towards NetZero. There are four accreditation levels – Bronze, Silver, Gold and Platinum.

Dolphin Living has been able to achieve an accredited Silver rating with SHIFT for the past three years. We hope we will receive a Gold rating this year and continue to make year-on-year improvements to our homes and the way we work.

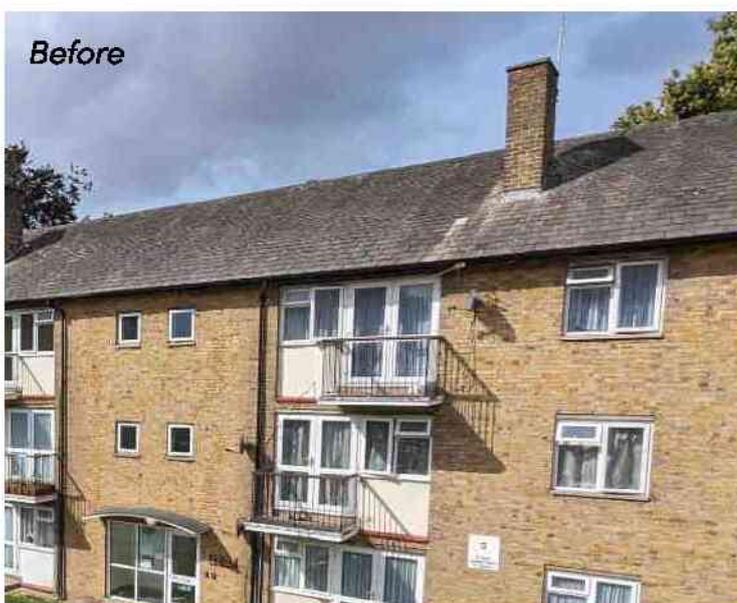
Please see the link below for more information:

<https://shiftenvironment.co.uk/what-is-shift/shift-sustainability-standard/>

Capital works

This year has been a big year for capital works across our homes. Two large projects were successfully carried out at our properties in Ealing and Forest Hill, including roof repairs and replacement, rainwater pipe and window replacement. Other work ranged from installing new kitchens, bathrooms and flooring, to improving landscaping.

We will continue improvements and upgrades identified in our 30-year plan alongside the energy efficiency improvement work to our older homes.



Grow your own - up on the roof

We're bringing a bit of green to the roof! Where applicable, residents will have the opportunity to grow their own vegetables and herbs in planter boxes on our roof terraces. It's a great way to support sustainable living and enjoy some home grown produce.

If you are interested in taking part, please contact Safiya Egeh at safiyaeggeh@dolphinliving.com

Ensure your home is safe

We carry out regular safety checks in all our properties to ensure they remain compliant and safe for residents. These include:

- Annual gas safety checks on all boilers
- Electrical safety testing every five years
- Fire door inspections each year, including front doors and internal checks

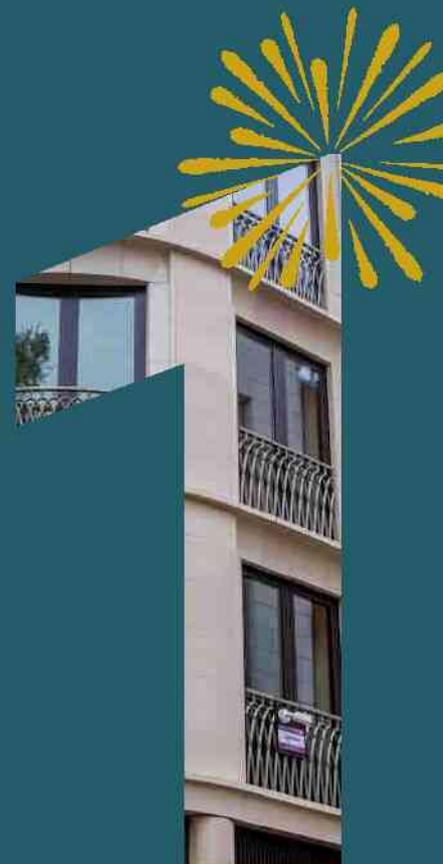
In addition to your home, we also carry out routine health and safety checks across the building. This includes annual fire risk assessments and more detailed assessments every two years.



MARYLEBONE ONE YEAR ON...

In this 20th anniversary year, we're shining a light on communities and residents who bring our developments to life.

One highlight has been the addition of 25 new homes in the heart of Marylebone. These homes offered through our Intermediate Rent scheme have provided affordable homes for Westminster's working residents, including families, couples, and individuals. We've been thrilled with the feedback since residents moved in during early 2024. We caught up with Hayley, one of the residents to hear about her experience so far.



What has your first year living in Marylebone been like?

"Amazing! I never imagined I'd be able to live in a location like this. There's so much energy and culture, cafés, galleries, shops, but also beautiful green spaces nearby. It's the best of both worlds. I feel like I've got everything I need on my doorstep."

What stands out most about your home and the local area?

"The sense of safety and security. The building is well looked after, and my flat is spacious, comfortable, and thoughtfully designed. It's not just about affordability; it's about feeling at home. Dolphin Living has created something that really works for people who want to build a life in central London."

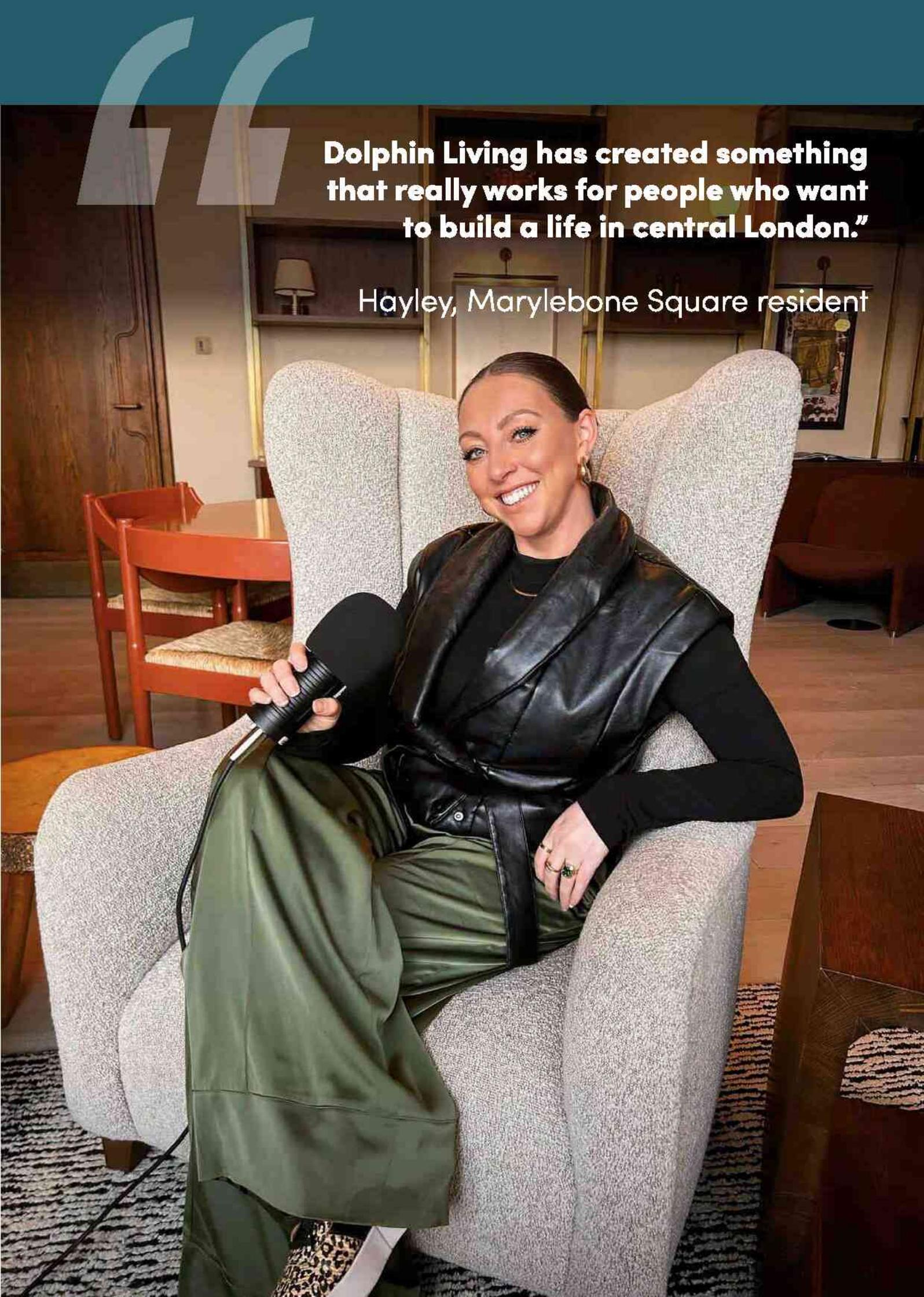
How has the experience been with Dolphin Living and Touchstone?

"Honestly, the communication has been brilliant. From the start, I've built a great relationship with the team. Whether it's Ryan, Lucas, or anyone else, they're always approachable and proactive. If something needs fixing or looking into, it's dealt with quickly. I've always felt listened to and that makes a real difference."

How have you engaged with the local community?

"One of the great perks of living here is having the Marylebone Village Privilege Card. It offers discounts at local shops and restaurants, which is fantastic. I attended an International Women's Day celebration which included a brilliant evening with a panel featuring inspiring local female founders. There is always something happening in the area, from the Sunday Farmers Market to seasonal events like the Marylebone Summer Festival and Merry Marylebone. The community vibe is strong, and it is easy to feel connected."



A woman with dark hair pulled back, wearing a black leather vest over a black long-sleeved top and olive green pants, is sitting in a light-colored upholstered armchair. She is smiling and holding a black microphone. The background shows a modern interior with wooden furniture, a dining table, and a lamp. A large, stylized 'DL' logo is visible in the top left corner.

Dolphin Living has created something that really works for people who want to build a life in central London.”

Hayley, Marylebone Square resident

OUR HOME-OWNERSHIP ACCELERATOR SCHEME

Launched in 2015 in partnership with Westminster City Council, the scheme offers eligible participants the chance to rent a home at just 65% of market rent for up to three years.

During this period of discounted rent, participants are encouraged to continue to save towards a deposit. At the end of the tenancy, a grant is awarded to support their home purchase in London.

How does it work?

- Rent is set at 65% of the local market rate
- Applicants must have a minimum of £22,500 in savings when entering the scheme
- A grant of between £8,000 and £35,000 is awarded at the end of the tenancy to assist with a deposit to purchase a home in London
- Participants receive guidance from our trusted independent financial adviser, Martin Fairchild, throughout their journey

Our impact so far

Since 2015, we've supported 51 households through this scheme. And in 2024/25, we've awarded £183,127 in grant money. Properties purchased range from one to five-bedroom homes, through both open market and shared ownership routes. The scheme is a key part of our 20-year legacy of helping Londoners put down roots and build stable futures.

Who can apply?

To be eligible for the Accelerator Scheme, applicants must:

- Live and/or work in Westminster
- Have a household income under £90,000
- Have a minimum of £22,500 in savings
- Current Intermediate Rent residents in Dolphin properties can apply to transfer onto the Accelerator Scheme

We are always looking for participants, so please tell your friends, families and colleagues! If you would like to find out more about the scheme, please register your interest via www.dolphinliving.com/accelerator



“I am truly grateful for the support provided by Dolphin Living throughout the process. Thanks to this scheme, I was able to step onto the property ladder sooner, especially during such a challenging time in the rental market.

This opportunity has made a significant difference in my journey to homeownership, and I highly recommend it to anyone looking to buy their first home in London.”

Porchester Road resident



REDEVELOPMENT

Building the future: Redevelopment at New Era and Mount Close

Twenty years on, Dolphin Living continues to invest in our homes including plans for the rebuilding of New Era Estate and the refurbishment and redevelopment of Mount Close. These plans reflect our long-term commitment to providing high-quality, affordable homes in London – putting people at the heart of every decision.



New Era, Hackney

We acquired the estate in late 2014, following a resident campaign to save their homes for their families and future generations of working Londoners.

- The rebuild will provide 208 new homes
- The new proposal will deliver 50% affordable homes (by room numbers)
- Original New Era residents will have new homes on the estate
- Since 2021, we have hosted a range of consultations, including drop-in events, design workshops and exhibitions for residents and the local community

Left: Current view; Right: CGI version of future



Mount Close, Ealing

Mount Close currently has 40 homes. We acquired the estate in 2016 and have maintained and improved the homes since then. Working with the community, we are exploring opportunities to improve homes and outdoor areas for current and future residents, as well as providing more homes for working Londoners in this popular location.

The proposed redevelopment will:

- Create 149 high quality and energy efficient new homes
- Retain 29 of the existing homes which will be refurbished to the same standard as the new homes
- Target delivery of 50% affordable housing
- Provide original residents with an affordable home that meets their needs
- Preserve the character of the estate through three distinct building styles and introduce a new mews

We've carried out an extensive resident and community consultation process ahead of the submission of a planning application.



Current condition vs CGI of proposed plan

Reporting repairs

You can now report and track repairs quickly and easily via our online repair's portal, available anytime through the Dolphin Living website. Repairs reported via phone or email to Touchstone will also be added to the portal, but using the portal directly is the quickest way.



In the event of an emergency

If you experience an emergency in your home, please contact the out-of-hours emergency line: 01772667182

We will ensure everyone is safe and supported, especially residents who may need additional help.

If someone in your household requires support during an emergency (e.g. mobility or medical equipment needs), please let your Customer Advisor know so we can update our records and assist you appropriately. If you're unsure who your Customer Advisor is, please see page 41 for contact details.



Domestic abuse

Everyone deserves to feel safe at home. If you or someone you know is experiencing domestic abuse, support is available.

If you are in immediate danger, please call **999**.

For non-emergency police enquiries call **101**.



We are here to listen, support you and help you find the right help. You can speak to us in confidence by contacting Louisa at: louisanightingale@dolphinliving.com

There are also additional resources available to help, such as:

- **National Domestic Abuse Helpline:**
Open 24/7 for anyone affected by abuse.
Call **0808 2000 247** or visit nationaldahelpline.org.uk
- **Men's Advice Line (Respect):**
Support for men experiencing abuse.
Call **0808 801 0327** or go to mensadviceline.org.uk
- **Galop (LGBT+ Helpline):**
For LGBTQ+ people facing abuse or violence.
Call **0800 999 5428** or visit galop.org.uk

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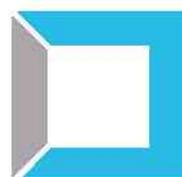
THANK YOU FOR TAKING TIME TO READ OUR NEWSLETTER.

We appreciate your continued support and will keep you informed on what's happening in our community.

If you have any queries please
contact us at LT@touchstoneresi.co.uk
or call 01225 838 490

www.touchstoneresi.co.uk

www.dolphinliving.com



Dolphin Living