

RESIDENTS ANNUAL REPORT

2017-2018

VOLUNTEERS



32 community volunteers delivered **3,323** hours of service.

Rooftop contributed an average of **40p** for each hour volunteered



Their expenses amounted to **£4,415**



COMMUNITY FUND

Young People's Fund

5

Successful Young People's applications

Value of successful applications

£639

8

**SUCCESSFUL
COMMUNITY
FUND
APPLICATIONS**

Community Fund

Value of successful applications

£7,200

SERVICE REQUESTS



792 queries were resolved in **5 days** against a target of

8 days

preventing escalation of complaint.



139 the total of new people were recorded as attending an event or activity.

100 of these were MOTs

11 help groups provided supporting victims of domestic abuse

12

Customer Panel members

109

customers were supported by Building Better Opportunities

7

Members assisted with CSV meetings and follow up quality inspections on selected jobs

14

Independence at Home members

12.4 days void turnaround time

2.9% arrears as a % of debit

99.92% rent collected