

RESIDENTS ANNUAL REPORT 2018 - 2019

6

Customers are members of the Resident Excellence Panel



18

different Gypsy and Traveller families engaged with on community projects

7

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



249

victims of domestic abuse were provided with one to one support by the Domestic Abuse Team



178

customers given job and training support from our work advisors.

15

from BBO 3 went into work, volunteering or education



3.2%

arrears as a % of debit

11.3

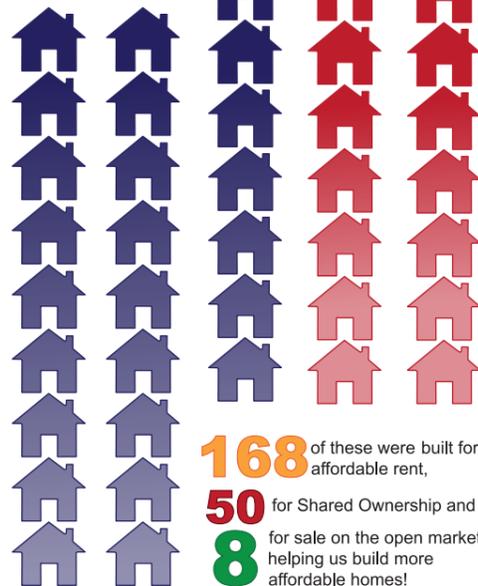
days void turnaround time



428

number of lettings

226
New Homes Built



168 of these were built for affordable rent,
50 for Shared Ownership and
8 for sale on the open market, helping us build more affordable homes!



99.8%
emergency repairs completed within 24 hours

89.5%
customer satisfaction for repairs
92%
satisfaction for planned maintenance



community volunteers delivered
3537
hours of service



6,826

Hours of activities provided by the Health and Well-being Team



258

Health Chats and MOT advice provided by the team



98

Mental Well-being referrals



35

Neighbourhood inspections



710 queries were resolved in days against a target of 8 days

preventing an escalation of the complaint



1624

customers supported by our money advisors helping increase their income by

2.2 Million

with an additional £220,000 income from grants.



49

Community events carried out



99.5%
Rent collected

42

young people have been referred to our Young People Service for Supported Accommodation

3

moved on from supported housing to University



£600

donated from the community fund to local groups, events and charities



For more information contact: