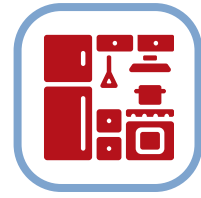


Rooftop Annual Report to Residents 2024 - 2025



108 Windows replaced



274 New doors fitted



163 New heating systems installed

138 New kitchens installed

63 New bathrooms fitted

120 Energy efficiency improvements

317 Cavity wall insulation installed



49 New homes built

- **25** Social Rented
- **12** Shared Ownership
- **12** Gypsy Traveller pitches



25
Houses



10
Maisonettes



2
Flats



12
Pitches

14 Properties sold

to help build more affordable homes



290 complaints handled

Improved response times

Service improvements made



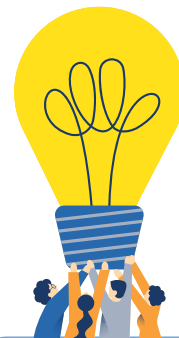
87.3% Satisfaction with Responsive Repairs

95.2% Emergency repairs completed to timescale

92.2% Satisfaction with planned works

- ✓ Gas safety checks
- ✓ Fire Risk Assessments
- ✓ Communal asbestos inspections
- ✓ Legionella Risk Assessments
- ✓ Emergency lighting inspections
- ✓ Lifts inspections
- ✓ Electrical installation tests

100% SECURE



130 Resident Voices Group members

6 Customer Scrutiny Panel members



Average call wait time reduces from 17.5 mins to

5.2 mins



216 Health and Wellbeing Assessments

468 Health & Safety checks at older persons schemes

1,871 visits to customers homes completed

116 ASB cases resolved

64 Fly tipping removed

288 Community Safety partnership meetings attended



737 Homes let



2.5% Rent arrears against a target of 3%

Over 90% Satisfaction with our lettings process

888 welfare benefit advice and support given to customers