

Improving your homes and strengthening your communities

IN 2023/24

Hello, this is a short version of our Annual Report for Residents 2023/24 which shows how well we've performed during the year from April 2023 to April 2024.

The report includes lots of scores that reflect how **Safe** and **Sustainable** your homes and communities are, and how **Satisfied** you are with our services. Here we've picked out some of the key figures.

Safe

Our top priority is making sure your homes and communities are safe. We continued to invest in achieving this, for example we spent £800,000 on dealing with damp and mould, and £1.9 million to carry out fire safety work.

We made some good progress:

- 100% of homes were rated as decent
- 94% of urgent repairs were completed within three days
- More than 19,100 routine repair jobs were completed

But there is room for improvement:

- 77.4% of routine repairs were completed within 60 days
- 52.1% of damp and mould works were completed within 21 days
- There were 22 antisocial behaviour (ASB) incidents per 1,000 residents

To help us do better, we established a new Community Safety Team in 2023 to tackle ASB and have increased the size of our in-house repairs team this year.

100%

of homes were rated as decent

94%

of urgent repairs were completed within three days



Satisfied

As well as living in safe homes and communities, we want residents to feel satisfied with our services. We scored well in many areas:

- 78.7% of residents were satisfied with Housing Solutions overall
- 83.4% of residents were satisfied with the overall repairs service
- 88.1% of residents agreed we treat them fairly and with respect
- 83.3% of residents were satisfied with how their complaint was handled

But we're aiming higher across all our satisfaction scores, in particular:

- 70.8% were satisfied we keep communal areas clean and well maintained
- 68.9% were satisfied we listen to their views and act on them

In response, we have stepped up inspections of communal areas and expanded our Summer Shine Squad campaign, which involves teams refreshing areas that need attention.

We have also increased the number of events and resident panels we run to give residents more opportunities to tell us their views and shape our services.

83%

of residents were satisfied with the overall repairs service

88%

of residents agreed we treat them fairly and with respect

Sustainable

We want our homes to be modern, robust and environmentally friendly, and our residents to have secure, fulfilling lives. This creates resilient, sustainable communities.

We continued to invest in making homes more energy efficient, this has led to 78.57% of properties achieving an energy performance certificate (EPC) rating of A, B or C, which means it takes less energy to keep them warm than lower rated homes.

We also invested £431,332 in initiatives that improve the financial and emotional well-being of residents. This had a real positive impact on people's lives, including:

- £221,500 of additional benefits unlocked for residents
- 1,651 homes connected to free Wi-Fi
- 56.3% of residents downloaded our app, the quickest way to use our services

79%

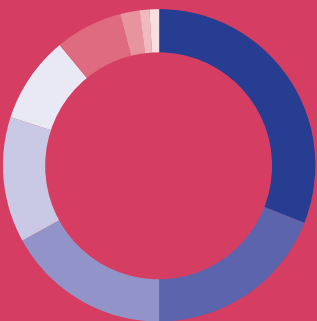
of properties achieving an EPC rating of A

1,651

homes connected to free Wi-Fi

Value for money

Every penny we spend contributes to improving your homes and the services we provide. We're determined to continue delivering value for money as we work towards our **Safe, Satisfied and Sustainable** goals.



- 31p on interest payments
- 19p on our management costs
- 17p on building new homes
- 13p on maintenance we had planned
- 9p on routine maintenance such as repairs
- 7p on improvements to estates
- 2p on providing IT services
- 1p on purchasing assets
- 1p on other expenses

Get in touch

To read the full Annual Report for Residents 2023/24 or get involved with our resident panels and events, contact us:

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