

Our Annual Report for Residents

Year ended 31 March 2023

Hello

I'm pleased to share our Resident Annual Report which covers some performance highlights over 2022-23. External factors impacted our performance; these included spiraling inflation and supply chain issues, which created a shortage of materials to complete repairs. Still, we successfully navigated these challenges throughout the year to continue providing high quality services. Health and Safety remained a key priority. We were pleased that we completed 100% of routine property safety checks on time.

We believe the best way to improve our services is by residents and our colleagues talking and working together, so we increased the number of our involved resident groups. We're delighted to have a growing community of Housing Solutions residents working at a local level, helping us to understand and act on the things that make a positive difference. We also provided help and funding to over 200 neighbourhood events and initiatives to further enhance our communities.

These are challenging times and our dedicated Welfare and Benefits team worked extra hard this year to provide expert individual support to help residents tackle rising costs. In some cases this enabled residents to keep their homes and continue their tenancies.

The money you pay in rent and / or service charges funds a wide range of services, from the managing and maintaining of your home to covering rent losses. We must continue to deliver value for money, and we work hard to keep improving so that what you pay is used as efficiently and effectively as possible.

We're committed to doing all we can to support you and we're keen to listen. If you have any suggestions on how we can improve please get in touch. By continuing to work together, we can lay the foundations for better services and thriving communities.

Orla Gallagher

Chief Executive



*We've always been more than
a landlord—we're part of the
community*





Satisfied

Your feedback is vital to us. We resolved 82% of complaints at an early stage. We're working hard to strengthen our complaints service with a new dedicated team.



Safe

We're proud of our 4-hour emergency response time, attending over 88% of all call outs on time.

This year we supported over 200 community events. We broadened the scope of our resident panels, giving you more opportunities to shape our services and hold us to account!

We've invested in more frontline staff to be visible in the community.

We know it was another challenging year of rising costs. We supported more than twelve hundred residents access £285,000 of additional income from benefits.

Sustainable

We invested £11.2m in our homes including £3.7m on fire doors and boilers to ensure your safety.

We completed 91% of standard repairs on time and achieved a satisfaction rating of 89% - but we know there's more to do to and are working hard to improve further.

When we know that damp and mould is a concern. We made it easier for you to report it to our rapid response team as part of our zero-tolerance approach.



We're continue to invest in maintaining homes to ensure that they are safe, compliant and sustainable to help you thrive, and feel safe in your home and community.