

Our Big Plan 2022-25

We have launched our Big Plan 2022-25 for delivering homes we are proud of and improving lives.

Our Big Plan is our route map to providing our customers with great services, great homes, great neighbourhoods and being a great company.

The two years leading up to this Big Plan have been dominated by the COVID-19 pandemic and throughout this period we rose to the challenge, providing critical services to our customers and communities and adopting more flexible, creative and intuitive ways of working.

We are now building on that over the next three years, so we can keep improving what and how we deliver our services and adding value to everything we do.

Working closely with our partners to make a positive difference in our communities is an important part of our big plan and we're excited about what we can achieve together.

Visit our website to read our Big Plan in full and watch it come to life in our video.

OUR Big PLAN

Our vision for providing homes we are proud of and improving lives

Customer Feedback

We continue to engage with and listen to a significant number of our customers annually to learn from them and shape our organisation. We do this through touch-point satisfaction surveys, perception survey, engagement work and our Customer Voice Panel.



Here's a look at how satisfaction levels performed in 2022-23.

Touch-point	2020/21	2021/22	2022/23
New Tenancy	85% (127)	88% (110)	85% (146)
Contact Centre	86% (3126)	85% (3142)	85% (2853)
Responsive Repairs	86% (1430)	84% (1267)	84% (1459)
Estates: Block Cleaning	69% (706)	63% (699)	56% (638)
Estates: Grounds	66% (1254)	65% (1210)	65% (1174)

Our commitment is to keep on listening to customer feedback, acting on what they tell us and making the service improvements required.

Complaints Handling

Measure	2020/21	2021/22	2022/23
Number of Complaints Received	257	630	957
Complaints Resolved Within Timescales	18.2%	70%	46%

Taking action to reduce Customer Effort



Ease of making complaint

66%

Satisfied of the 96 responses received in 2022/23.

Satisfied with our handling of the complaint

47%

Satisfied of the 94 responses received in 2022/23.

Our Strategic Delivery Plan continues to deliver...



Build New Homes



We are looking to build 700 affordable homes over the next 3 years, taking our total delivery to 1,100 by 2026.

2022-23



320 new homes started on site



137 homes have been completed

Since 2017-18



858 new homes started on site



529 homes have been completed

Target for starts on site in 2023/24



169 units to have started on site in 2023-24

Excellent Landlord



This is what we've achieved in 2022/23

PROPERTY SAFETY TEAM

9,348 gas safety checks



2,286 electrical safety checks



378 new boilers fitted



169 fire risk assessments



1,056 fire risk actions



PROPERTY CARE TEAM

31,034 repairs overall



950 out of hours repairs



4,052 emergency repairs



8,629 urgent repairs



14,518 non urgent repairs



1,452 planned repairs (large works)



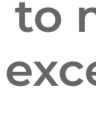
97 disrepair works



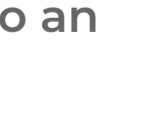
COMPLIANCE PERFORMANCE

We've managed to maintain compliance levels to an excellent standard.

99.9% Gas Servicing



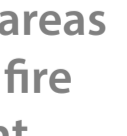
100% Of communal areas with a current fire risk assessment



100% of properties with a current EICR



100% Passenger lifts annual insurance examination items completed



100% of properties requiring an asbestos survey have been completed



100% Home lifts annual Insurance examination items completed



100% of communal areas requiring an asbestos re-inspection have been completed



100% Compliance monitoring shop premises

