How are we doing? Customer report April 2017–March 2018

Overall

Number of homes managed 35,349



employed 1,372

We generated



to invest in services and develop new homes



surplus generated from properties sold

968 new homes 18 new homes a week

We plan to build

Customers satisfied with

and shared ownership Our gas servicing was

homes in the last

12 months for rent

We built

100% up to date at the end of the year

We invested in maintaining and improving our homes

(Top 25%*)

This is an average of £1,724 per home

Repairing homes **Preparing empty** homes for rent

> £11m and external decoration £26m

> > We carried out

responsive repairs

£18m

£5_m

kitchens Satisfaction with our planned and ongoing maintenance

Customers satisfied

with their last repair

146

roof replacements

929



£1,616

3,287 1,610

We renewed:

474

bathrooms

windows and doors

Communities 88.4%

customers satisfied with

their neighbourhood as

a place to live

We let homes this year

Less than

of customers

had arrears equal

to more than 13

weeks of rent



of all rent due

was collected

Unfortunately

customers

67.7%

of customers were

We received

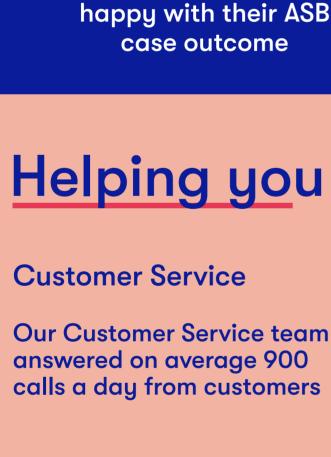
3,196

complaints

Working with you

ASB cases were recorded evicted for ASB the average time taken to re-let an empty home

shared owner arrears (Top 25%*) 24 days



Number of community investment projects **Customers directly Customers** helped supported into on their journey work or training

> grants to community organisations and individual bursaries

invested in our individual and

community empowerment service

£6.5m community enterprises and new businesses set up with our support

Supported housing

Apprentices that

have worked with

us over the year

£2.1m

550 people moved on from supported housing to live independently

is the social value

created through

increased well-being

£162m

Income from lettings

(rent)

£9m

Other income

£52m **Property sales**

£8m

Capital grants

we spent:

Value for money

Where our money came from:

development

other costs

£1,033 Management

Value for money savings:

£3,147 cost per home A reduction of £50 from previous years

for money

maintenance

Customers satisfied that their rent provides value

livewest.co.uk

Turnover £231m

£85m investment in building new homes

in 2018/19 which is the quality of their homes 86.7%

of our homes met the decent homes standard We plan to invest £60m in 2018/19 on maintaining

and improving our homes Investments

Making homes safe

Home improvements

New bathrooms, kitchens, boilers,

doors and windows

3,721

exterior paintwork

heating systems

80%

of customers that experienced ASB were satisfied with the way that their case was dealt with

> total rent arrears for current customers as a percentage of rent due at the end of the year (Top 25%*)

1.6%

900 calls per

day

We received

compliments

into work **Customers** satisfied that we listen to their views and act upon them (Top 25%*) We awarded 144

> volunteer hours donated by LiveWest staff

321

residents took part

in community action

for the first time

management

Housing

* Top 25% English Housing Associations

cost per home A reduction of £50 from previous years