

How are we doing?

Customer report April 2017–March 2018

Overall

Number of homes managed
35,349



Number of people employed
1,372

Turnover **£231m**



We generated **£53m**

to invest in services and develop new homes



£10m

surplus generated from properties sold

Your home

£85m investment in building new homes



We plan to build **968** new homes

in 2018/19 which is

18 new homes a week

We built **812**

homes in the last 12 months for rent and shared ownership



Customers satisfied with the quality of their homes

86.7%

Our gas servicing was

100%

up to date at the end of the year (Top 25%*)



100%

of our homes met the decent homes standard



We invested **£55m**

in maintaining and improving our homes

We plan to invest **£60m**

in 2018/19 on maintaining and improving our homes

This is an average of **£1,724**

per home

Investments

Repairing homes **£18m**

Preparing empty homes for rent **£5m**

Making homes safe and external decoration **£11m**

Home improvements **£26m**
New bathrooms, kitchens, boilers, doors and windows



We carried out **114,000** responsive repairs

We renewed:

474 bathrooms

3,721 exterior paintwork

146 roof replacements

3,287 windows and doors

1,610 heating systems

929 kitchens

Satisfaction with our planned and ongoing maintenance

80%

Our total maintenance cost per home

£1,616

Customers satisfied with their last repair

97.3%

(Top 25%*)

Communities



88.4%

customers satisfied with their neighbourhood as a place to live

We let **2,309** homes this year

75.8%

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

97.1%

of all rent due was collected

1.6%

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

Less than

1%

of customers had arrears equal to more than 13 weeks of rent

Unfortunately **847** ASB cases were recorded

22 customers evicted for ASB

67.7%

of customers were happy with their ASB case outcome

1%

shared owner arrears (Top 25%*)

24 days

the average time taken to re-let an empty home

Helping you

Customer Service

Our Customer Service team answered on average 900 calls a day from customers

900 calls per day

We received **3,196** complaints

We received **1,635** compliments

Working with you

Number of community investment projects

429

Customers directly supported into work or training

250

Customers helped on their journey into work

737

Apprentices that have worked with us over the year

24



We awarded 144 grants to community organisations and individual bursaries

Customers satisfied that we listen to their views and act upon them (Top 25%*)

77.7%

£2.1m

invested in our individual and community empowerment service

69

community enterprises and new businesses set up with our support

£6.5m

is the social value created through increased well-being

321

residents took part in community action for the first time

Supported housing



550

people moved on from supported housing to live independently



500

volunteer hours donated by LiveWest staff

Value for money

Where our money came from:

£52m

Property sales

£162m

Income from lettings (rent)

£8m

Capital grants

£9m

Other income

For every **£1** we received we spent:

15p maintenance

10p interest

14p management

48p development

13p other costs

Value for money savings:

£1,033

Management cost per home

A reduction of £50 from previous years

£3,147

Housing cost per home

A reduction of £50 from previous years

91% Customers satisfied that their rent provides value for money

* Top 25% English Housing Associations