

# How we performed in 2016-17

It is important for us to keep our customers up-to-date on how we are performing. Every year we produce a Customer Annual Report so our customers can see how we are performing and provide feedback. See below for an update on our housing and neighbourhood services.

## Repairs and maintenance



**£20.4m**

was spent on delivering this service.

**35,219**

visits were categorised as an emergency.

**188,584**

repair and safety check visits were made.

**89.39%**

of repairs were fixed in one visit.



**99.99%**

of homes held a Gas Safety Certificate.

**288**

compliments received from customers.

## Looking after your neighbourhood



**£3.5m**

was spent on keeping your estates tidy.

**819**

gardens in empty properties were cleared and maintained.



**90%**

of customers were satisfied with our communal cleaning service.



**98.2%**

of fly tipping was removed within 7 days.

**94%**

of customers are satisfied with their neighbourhood.

Grassed areas were cut

**14 times**

## Keeping you safe



**110**

victims of anti-social behaviour (ASB) were supported.

**184**

referrals were made to protect vulnerable adults and children.

**95**

customers who cause ASB were supported to change their behaviour.

**1,379**

tenancy breaches were recorded.

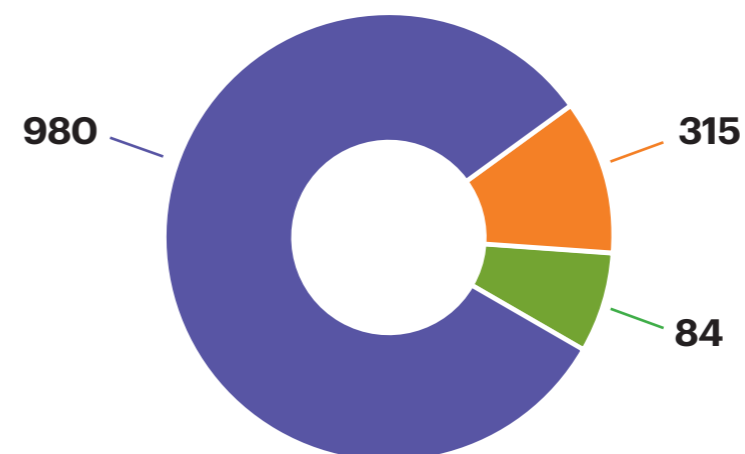


**57**

people were referred to mediation to resolve disputes with neighbours.

### Top breach types;

- Nuisance
- Drugs
- Public Order



- **Category 1**  
(Serious cases)
- **Category 2**  
(Incidents that could escalate)
- **Category 3**  
(Low level)

## Letting our homes



**2,607**

properties were allocated.

**90%**

of customers were satisfied with the lettable standard of our properties.

**45.28**

was the average number of days it took to allocate a property.

## Paying your rent



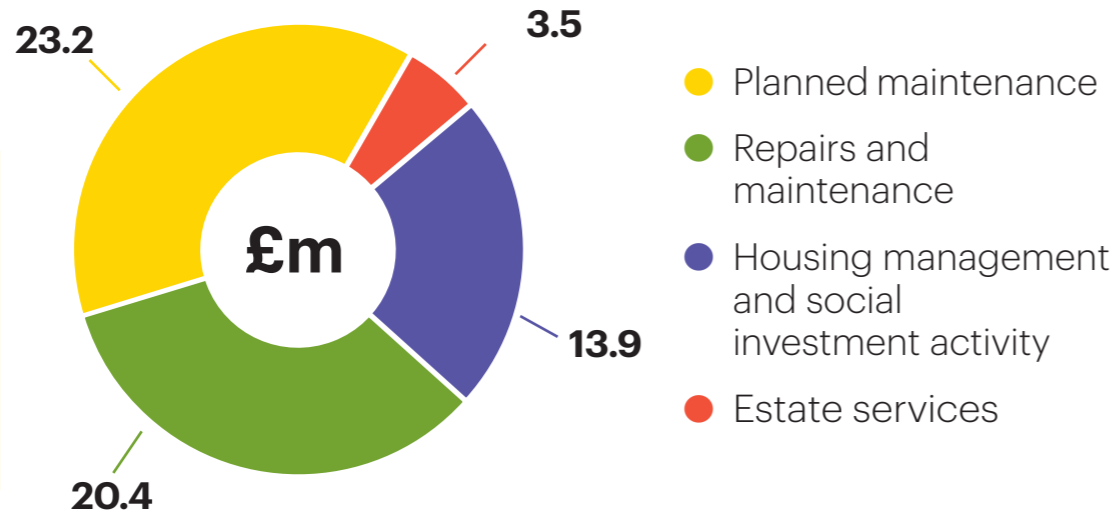
**£122.9m**

was collected in rent.

**100.35%**

of rent was collected as % of rent due.

Key service areas where we spent your rent include:



### Did you know?

**94%** of customers feel their rent provided value for money.\*

## Supporting people



**204**

young people were supported to live independently.

**1,803**

older people were supported to live well and independently.

## Community involvement



**£28,118**

worth of Aspire Grants were awarded to local community groups.



**299**

community and staff volunteers have given 2,457 hours of their time to projects that benefitted the community.

## Managing your money



**1,699**

customers were referred to our Money Matters Team.

**£635,607**

worth of debt was identified and consolidated.

**£424,295**

worth of unclaimed benefits were identified.

## Customer care



**479**

staff compliments were received.

**5**

formal complaint appeals were received.

**82**

formal complaints were received across the whole group.

**262,738**

telephone calls were received.

## Looking after your home



**1,495**

boilers were replaced.

**58**

properties received full modernisation.

**497**

properties received gable end repairs.

**1,396**

properties were fitted with double glazed windows.

**496**

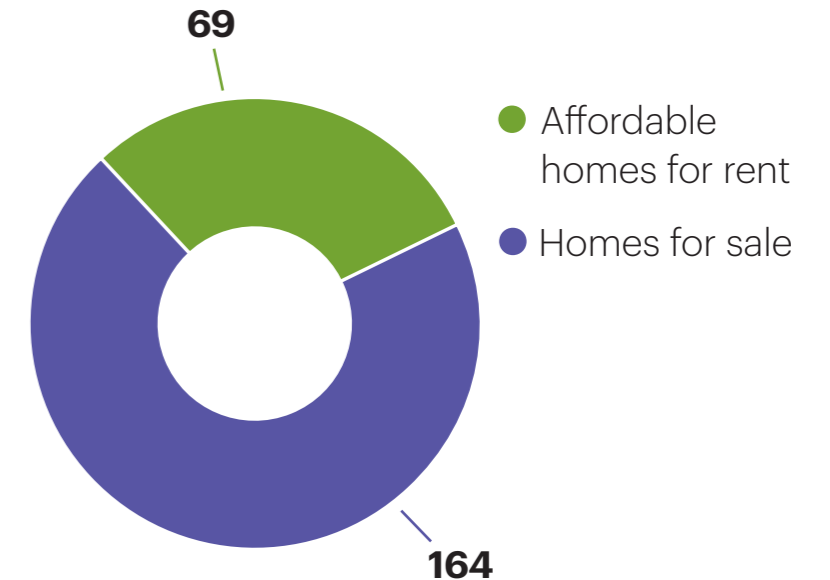
roofs were replaced.

## Investing in new homes



**233**

new homes were built.



### Did you know?

**96%** of customers are satisfied with the overall service provided by Gentoo.\*

\* HouseMark Star Survey 2016-17