

# About the Trust in 2023-2024



We own  
and manage  
**5,307**  
homes

We manage  
**23**  
homes  
for others



Our turnover is  
**£32.01m**

Our operating surplus is  
**£9.25m**  
This goes back into the Trust  
to provide homes and services

We are a **profit-for-purpose**  
organisation

**90%**  
of our staff told us that they  
are proud to work for the Trust

We pay the **real living wage**

On average  
it took us  
**1:48**  
minutes  
to answer  
your calls



We are proud that  
we've achieved  
a inspection  
rating of  
**G1/V2**

We carried out a total of  
**20,315**  
repairs and gas jobs

On average we made and kept:  
**93%** of routine repair  
appointments  
**90%** of planned repair  
appointments



We achieved  
**100%**  
compliance on gas  
servicing, completing all  
gas safety checks on time



**12,433**  
repairs



We also attended  
**97%**  
of emergencies  
within 4 hours



**7,882**  
gas jobs



On average  
**87%**  
of your repairs were  
completed on the first visit

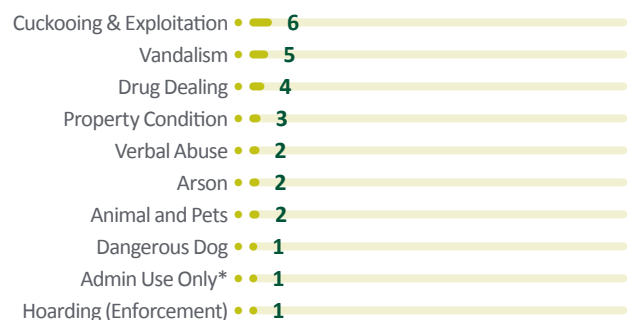
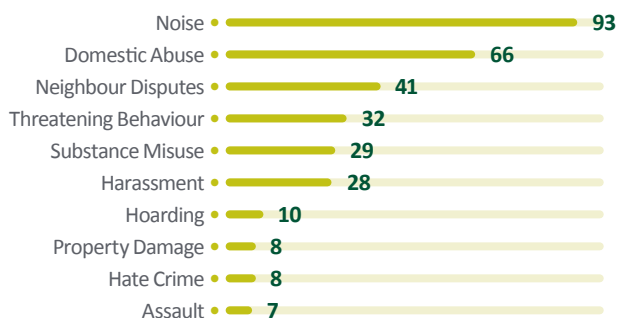
On average we  
completed  
**60%**  
of non-emergency  
repairs within target

Average days  
to complete a  
routine repair  
**32.1**



On 31st March 2024,  
**99.96%** of the  
Trust's 1,268 properties had  
an EICR less than 5 years old

## WE RECEIVED **349** REPORTS OF ANTI-SOCIAL BEHAVIOUR\*



\*including hoarding



**6**  
Cases referred to mediation



**4**  
Injunctions



**6**  
Possession applications



**6**  
Evictions  
4 Arrears | 2 ASB



**2**  
tenant-led Scrutiny Panels on reporting anti-social behaviour and the end of tenancy process



**210**  
safeguarding concerns were addressed by the Trust working alongside our partners

In 2023-24, we spent

**£15,645**  
from the Hardship Fund

**39**  
requests

Average spend  
**£401.15**

Most payments were made to reduce rent arrears on rent accounts, but it was also used for a skip hire and for an insurance excess payment



**39**  
complaints received per month on average



**1.8%**  
repairs resulting in complaints



**99.79%**

of complaints raised were resolved within the agreed timescale – this was one complaint at the beginning of the year, all other complaints were resolved within time



Investments in your home:



**56**  
new bathrooms



**97**  
adaptations



**56**  
new kitchens



Cyclical decoration carried out at  
**310**  
properties



**176**  
Energy efficiency works (including heating systems and work property improvements)



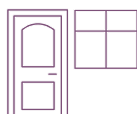
Structural work/improvements carried out on  
**58**  
properties



**99%**  
satisfaction with improvement works



**58**  
rewires



**122**  
new windows and doors installed in properties

(These figures change all the time, so we've taken this snapshot from 31 March 2024 and the 12 months up to that point. When we talk about 'average' we are talking about the mean average.)

