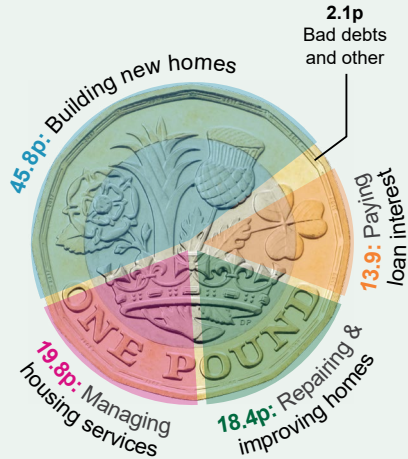




Spending and investment

How we spent each £1 of your rent



Cost per unit/home

£4,627

2022/23: £4,470

Rent collected

99.7%

2022/23: 100.5%

Highest paid director's salary cost

£15.01 / home

Customers with a clear rent account

83.2%

2022/23: 82.(0)%

Collective executive directors' salary costs

£72.33 / home

Rent arrears

£463,600

2022/23: £388,045



Keeping homes safe

Money spent keeping homes safe

£5.8m

2022/23: £5m

Homes meeting the Decent Homes Standard

99.9%

2022/23: 99.9%

Registered care services* with a 'Good' CQC rating

100%

2022/23: 100%

Gas servicing

100%

2022/23: 100%

Fire risk assessments

100%

2022/23: 100%

Asbestos surveys

100%

2022/23: 100%

Water safety checks

100%

2022/23: 100%

Lift safety servicing

100%

2022/23: 100%

Electrical safety tests

99.8%

2022/23: 99.1%

Satisfaction that the home is safe

90%

2022/23: 86.(0)%



Satisfaction that the landlord keeps communal areas clean and well maintained

73.7%

2022/23: no data



*Our care services are registered under Chocies Housing Association Limited

Repairing homes

Responsive repairs completed

31,942

2022/23: 32,000

Responsive repairs completed same day

78.(0)%

2022/23: 79.8%

Non-emergency repairs completed within landlord's time frame

92.(0)%

2022/23: no data

Emergency responsive repairs completed within landlord's time frame

99.4%

2022/23: no data

Overall satisfaction with repairs service

89.5%

2022/23: 87.(0)%



Satisfaction with time taken to complete the most recent repair

90.2%

2022/23: 83.(0)%



Satisfaction that the home is well maintained

89.4%

2022/23: 80.(0)%



Investing in homes

Money spent improving existing homes

£17.6m

2022/23: £11.7m

New homes completed

316

2022/23: 479





Annual report 2023/2024

Listening to your voice

Customer service requests

178,730

2022/23: 196,323

Overall customer satisfaction

90.3%

2022/23: 84.(0)%

TSM



Satisfaction that the landlord listens to tenants views and acts upon them

77.(0)%

2022/23: 62.(0)%

TSM

Satisfaction that the landlord keeps tenants informed about things that matter to them

81.8%

2022/23: 72.(0)%

TSM

Agreement that the landlord treats tenants fairly and with respect

87.3%

2022/23: 86.(0)%

TSM



Handling complaints

Stage 1 complaints

649

(49.2 / 1,000 homes)

98.1% responded to within time frame

2022/23: 537 complaints

Stage 2 complaints

36

(2.7 / 1,000 homes)

69.6% responded to within time frame

2022/23: 32 complaints

Satisfaction with the landlord's approach to handling complaints

49.6%

2022/23: no data

TSM



Looking after your area

ASB cases requiring action

696

(52.6 / 1,000 homes)

2022/23: 624

ASB cases involving hate incidents

3

(0.2 / 1,000 homes)

2022/23: no data

Satisfaction that the landlord makes a positive contribution to the neighbourhood

74.8%

2022/23: 62.(0)%

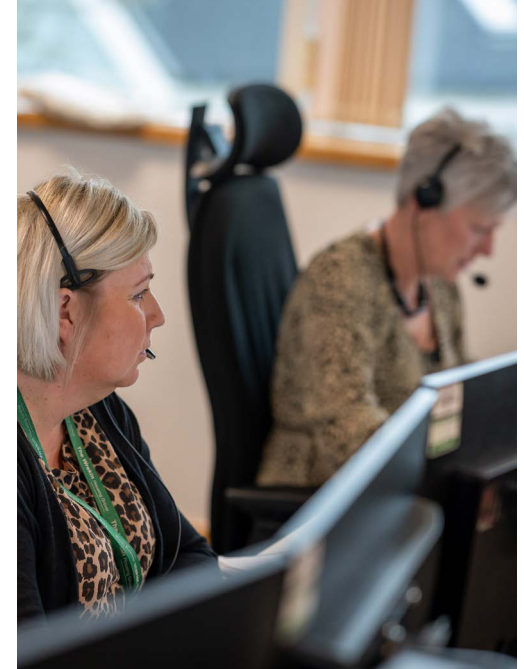
TSM

Satisfaction with the landlords approach to handling ASB

69.9%

2022/23: 50.(0)%

TSM



Helping you with money matters

Extra income secured for customers

£4.4m

2022/23: £4.4m

Customer debt reduced or cleared

£759k

2022/23: £600k

Money saved on customers' energy bills

£300k

2022/23: £43k

Cadent winter support funds utilised

£104k

2022/23: no data

TSM Tenant Satisfaction Measure

The Wrekin Housing Group