

Our year in review: helping our customers

£3 million

We generated over
of social value through letting and improving our homes as well as
providing volunteering, training and engagement opportunities.



We helped people moving into our affordable and social housing:

- 37 new tenants had a furniture pack
- 13 tenants had carpets, curtains or blinds
- 137 tenants had extra vouchers for decoration
- 102 tenants had some help towards their first week's rent



Almost

1000

customers attended engagement events or activities



We delivered

975,000

hours of support to
vulnerable people



4%
more than
last year

People volunteered

5,480

hours of their time in our
Care and Support services

170

Community Voices worked
with us to improve our services
in their communities



We contacted

100%

of new customers within
the first month of their
tenancy to make sure they
were settling in well and
to help with any problems



141

We completed
adaptations this year to assist our
customers; these ranged from
grab rails to wet rooms.



We supported customers
to claim **£243,495**
more in benefits
and **£10,755** in grants



£45,698

of customers' personal
debts was written off!



100%



of our registered care services are rated either
Good or Outstanding by the CQC.



We rented
1,031
homes to
new customers



Our early intervention approach to antisocial behaviour
identified 153 tenants (compared to 60 last year) who
caused problems in their communities.