

How did we do last year?

Every year we produce an Annual Report which lets you know how we have performed in the last financial year. This year we have produced the report as a short four-minute video which you can view on our website at

www.southliverpoolhomes.co.uk/annualreport2019

Below highlights some of the key performance information from 1 April 2018 to 31 March 2019.

EVERY CUSTOMER HAPPY

88% are happy with the services we provide.

88% are happy with their neighbourhoods as a place to live.

99% of new tenants are happy with the quality of their new home.

83% satisfaction with the repairs service.

85% satisfied with how their complaint was handled.

£1.5m additional income secured for tenants through our Benefits and Energy Advice Team.

1,404 tenants visited our community shop, The Market Place.



EVERY OPPORTUNITY TAKEN

Continued our existing joint venture with our repairs contractor, under the new name of Avela Home Service.

We also launched Avela Developments who built their first homes at Burnage Close.

1,185 customers received employment support through Reach, 292 went onto find paid employment.

£640K external income generated through non-social housing activity.



EVERY PLACE PERFECT

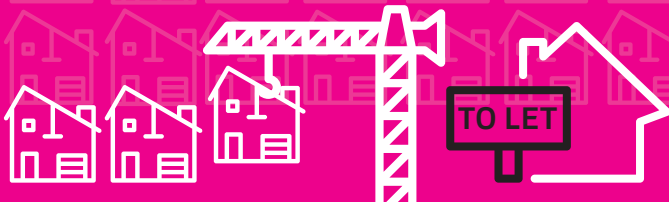
19 homes built and we currently have **169** under construction.

The homes are a mix of affordable rent, shared ownership and rent to buy.

15 community groups benefitted from a **£26K** pot of money as part of a 'Speke Up' community event.

15 days is the average days it takes to re-let empty homes.

874 people applied for a home with us.



£7m spent on improving your homes, including day-to-day repairs, planned improvements and cyclical works.

£600k spent on kitchens, tenants having an input into design and specification.

£500k on boundary wall fencing to over 70 homes.

£450k spent on new roofs.

13,987 responsive repairs carried out.

315 anti-social behaviour cases reported and 98% satisfied with the outcome of the case.

1,325 tenants contacted with through Walkabout Wednesday.

EVERY PENNY COUNTS

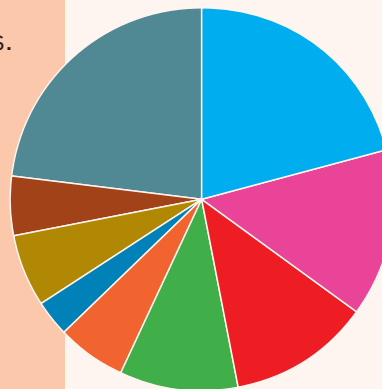
£769k arrears owed by current and former tenants. This includes rent, gas charges, chargeable repairs and court costs.

£494K efficiency savings made across the Group.

88% think that your rent is value for money.

16% surplus to re-invest back into our communities.

What your rent is spent on



- Improvement programmes **23%**
- Staff costs **21%**
- Overheads (running costs) **14%**
- Routine repairs **12%**
- Planned works **10%**
- Works to empty homes **6%**
- Community investment **3%**
- Other costs **6%**
- Interest **5%**

EVERY PERSON POSITIVE

Ranked **8th** in the national Great Place to Work survey



Recognised as Centre of Excellence for Wellbeing and a Best Workplace for Women

We appointed Steve Jennings as the new Chair of our Board.

