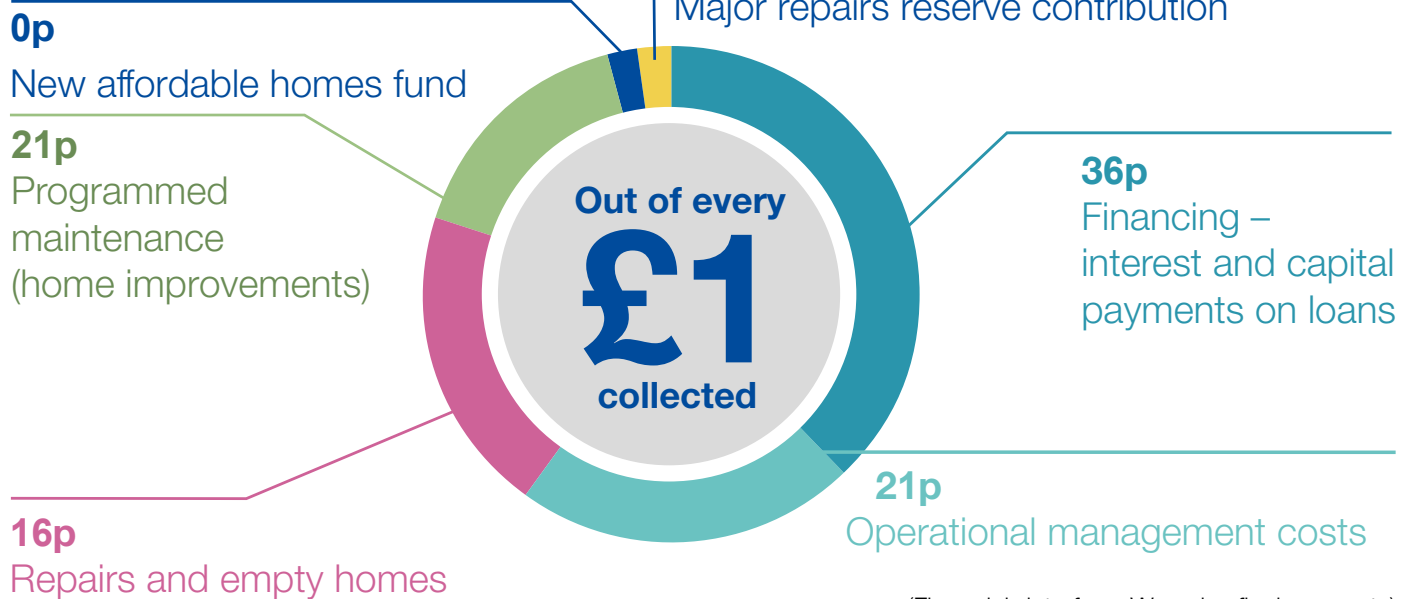


Annual Report 2023/24

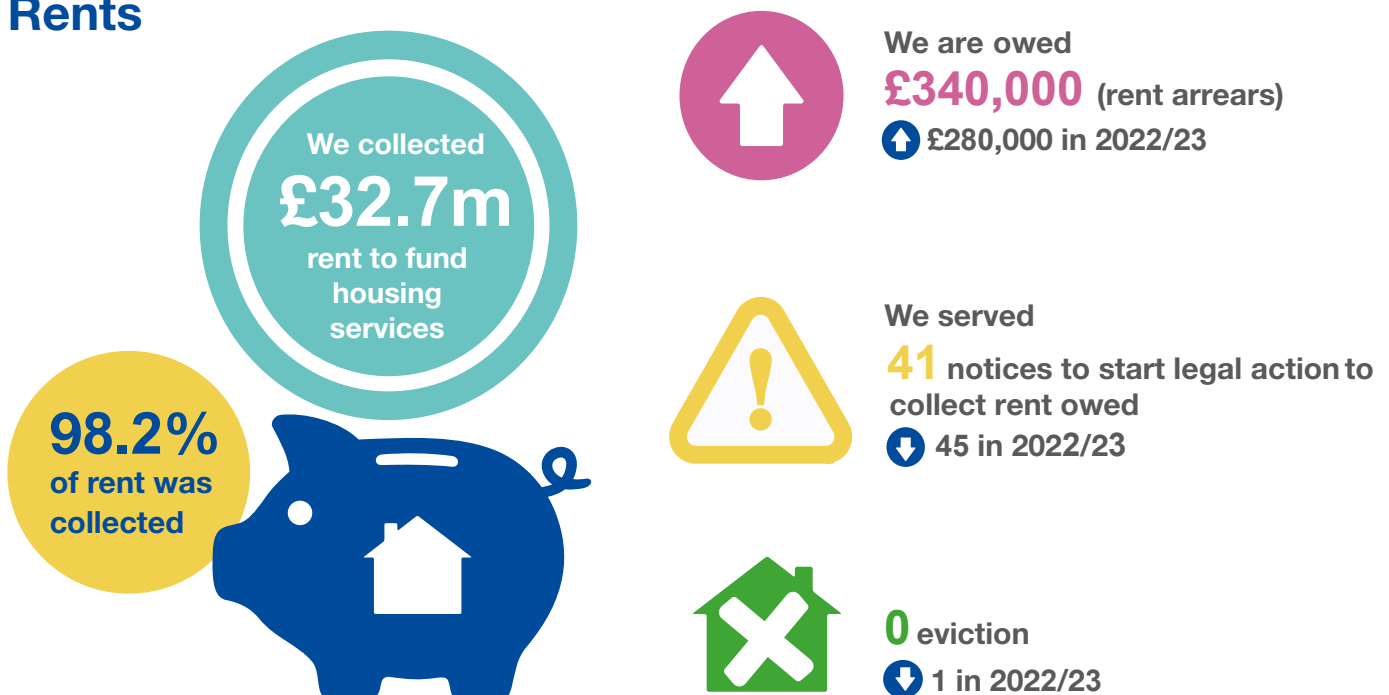
Housing Service in numbers

How your rent money is spent



(Financial data from Waverley final accounts)

Rents



Planned maintenance completed



101 bathrooms



69 kitchens



96 windows and doors



18 roofs



0 homes remodelled



20 communal upgrades



1 major structural works



268 external decorations



10 blocks externally decorated – 255 flats



27 roofline works

New homes



236 re-lets



38 working days is the average time to re-let



29 home swaps



0 homes granted planning permission



0 homes completed



4 homes where we have broken ground (started on site)

Compliments and Complaints



242 complaints closed  161 in 2022/23



67% upheld or partly upheld

– your feedback helps us improve services and prevent the repeat of a problem



8 complaints were referred to the Housing Ombudsman, **6** were upheld

Repairs



£5.3m spent on responsive repairs and empty homes  £4.3m in 2022/23

Of which **£2.9m** Occupied repairs

£2.2m Void repairs

£282k Void costs (Utilities and Council Tax)

Housing Management



42 anti-social behaviour cases



133 neighbour disputes



249 Aids and Adaptation completed including



34 wet rooms



21 ramps



103 hand rails