

Caredig

Our Performance 2021 / 2022

69



Homes had adaptations at a cost of **£374,000**

Provided Housing Related Support to

516 people

210

New tenancies were created

156



Tenants benefited from our **Money Advice Service**

Our **Money Advice Service** increased Tenants income by

£1.1M

Number of Anti Social Behaviour Cases reported

422

81

New kitchens installed

83

New Bathrooms installed

Installed new Heating in

125

98

New homes had windows

231

Fire Doors were replaced

31

Homes were rewired

76

Homes had new front doors

Our Estates Team carried out

560 safety inspections

600

Trees monitored (and pruned if needed)

Tested fire alarms at



88

sites every week.

27

Homes had PV panels with battery storage installed

1003

Tenants responded to our satisfaction survey

83%

Satisfied with our overall service

84%

Satisfied with the quality of their home

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Our Performance 2021 / 2022

18

New homes built
2020/2021

10

New homes built
2021/2022

94%

Tenants satisfied
with most recent
repairs

99.58%

Homes had a
gas service in
last 12 months

99.7%

Had an electrical
test within the
last 10 years

100%

Homes comply
with Control
of Asbestos
Regulations

99.45%

Emergency
repairs
completed on
time

83

New
Bathrooms
installed

Rent Arrears

Gross

2.86%

Net (includes
Housing
Benefit due) –

2.04%

2020/2021

Rent Arrears

Gross

3.70%

Net (includes
Housing
Benefit due) –

2.19%

2021/2022

**Rent Lost
because a
home was
empty**

2.01%
2020/2021

1.27%
2021/2022

**Average
time to let a
new home**

54 days
2020/2021

42 days
2021/2022