

Support & Services



468

People were provided with Housing & Wellbeing Support



208

Residents benefited from our Money Advice Services



£1.46m

Of Residents income was increased by our Money Advice Services



312

Number of Anti Social Behaviour Cases reported

Rent & Lettings



Rent Arrears

2.88%

2024/25

Rent Loss

2.3%

2024/25

Average time to let a home

48.8 days

2024/25

Projects & Initiatives

66

Recipients

We're supported to access **Caredig hardship fund**, with a total of **£20,000** used to tackle food poverty, fuel poverty & buy items for cooking.

20

Household

Benefited from our **Homes not Houses** initiative, which tackles issues such as flooring and furniture poverty. A total of **£13,000** was invested.

55

Recipients

We're supported to navigate the benefit system, Personal Independent Payment (PIP) with a success rate of **82%**.

47

Recipients

We're supported to access Discretionary Assistance Funds (DAFS) for items such as white goods and furniture.

OUR PERFORMANCE 2024/2025

Customer Service



Received over 28,000 phone calls over 12 months, or 2300+ calls per month



Responded to over 6,900 emails



Achieved a huge **77% increase** in the number of calls answered



Reduced waiting times for calls to be answered by **81%**



Reduced time to respond to emails and other correspondence by **33%**

Homes & Property Maintenance



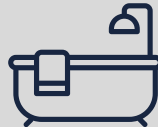
23

New homes built 2024/2025



52

New kitchens



42

Bathrooms/wet rooms



99

New boilers



285

Homes had new windows installed



110

Doors were installed



128

Fire doors were installed



14

Homes were rewired



44

Homes received replacement fencing



11

Roofs were replaced



11

Properties had Electric heating installed



99.79%

Gas servicing completed to time



99.96%

Homes with a valid electrical certificate



100%

Properties comply with Control of Asbestos Regulations



100%

Planned Fire Risk Assessments had been completed



84.15%

Repairs completed at First Visit Fix



99.24%

Emergency Repairs completed on time