

## PROPERTIES WE OWN



Properties we own (total)	667
General needs properties	548
Properties for older people	63
Shared ownership properties	56
Properties for residential staff	0

## LETTINGS



Properties let during year (total)	65
1 bedroom properties let	7
2 bedroom properties let	31
3 bedroom properties let	25
4 bedroom properties let	2

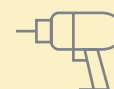
97% of our new tenants were nominated by the local authority. We took an average of 9.19% days to let our homes. At the end of the year, 0 properties were vacant.

## RENT COLLECTION



Arrears owed as % of rent due and service charges	2.19%
Total rent collected	99.9%
Rent and service charge loss	0.3%
Evictions	0

## RESPONSIVE REPAIRS



Emergency repairs (in target time)	100%
Urgent repairs (in target time)	98.7%
Routine repairs (in target time)	98.9%

## TENANT SATISFACTION



Satisfied with landlord services	92%
Satisfied with repair service	88%
Satisfied with communication	100%
Satisfied with shared ownership sales process	90%

## TENANT FEEDBACK



Compliments received	10
Complaints received	9
Complaints satisfactorily resolved	100%

## ENERGY EFFICIENCY



SAP Rating for 2016	72.5%
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## DECENT HOMES



Met decent homes standard	100%
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