

# ANNUAL REPORT DIGEST 2021-22

## Repairs

FIXING YOUR HOME AND  
KEEPING IT SAFE

Repairs satisfaction:

★ **77%**

Repairs completed  
at first fix:

✓ **94.6%**

Safety inspections:

🛡️ **99.1%**

(only no-access properties left)

## Your neighbourhood

HAVING A SAFE PLACE TO CALL  
HOME MEANS HAVING A SAFE  
COMMUNITY TO LIVE IN

We're in partnership with  
Safer Kirklees



and West Yorkshire Police



to engage with communities  
impacted by criminal and  
anti-social behaviour.

Anti-social behaviour cases  
resolved:

🚫 **845**

Households engaging with  
our involvement activities:

🏠 **3,653**

A **50%** increase from last year.

## Supporting you

HERE TO HELP YOU IN THE  
WAYS YOU NEED IT

Calls answered:

📞 **83%**

Time to answer:

**2min 45sec**

Employment referrals  
to providers:

💬 **141**

Number of people starting  
new jobs:

👜 **101**

Referrals for money advice:

💷 **940**

Financial gain generated  
for tenants\*:

**£1,082,419**

\*benefits, debts written off,  
charitable assistance, etc



# Satisfaction of tenants and residents

HOW WE PERFORM AS YOUR HOUSING PROVIDER MEANS A LOT TO US. HERE'S WHAT WE LEARNT WHEN WE ASKED OVER 2,000 TENANTS AND RESIDENTS HOW THEY VIEW US:

## SATISFACTION WITH

Overall service in 2022:



This is the same as last year.

Their home being safe and secure:



This is **3% more** than last year.

Their neighbourhood:



This is **7% more** than last year.

Overall quality of their home:



This is **4% more** than last year.

Repairs and maintenance:



This is **1% more** than last year.

They are listened to and acted on:



This is **9% more** than last year.

## WHAT WE NEED TO WORK ON



of tenants are satisfied their service charges provide value-for-money.

This is **3% less** than last year.

## Handling complaints

Number of complaints received:



**64%** were about property repairs

**18%** were about the way we work with and support our tenants

**9%** were about how we look after and improve our properties

**8%** were unrelated to a specific service

**1%** were about how we run our service internally

The top 5 reasons were:

1. Further works needed
2. Poor information supplied to tenant
3. Poor attitude of staff
4. Unsatisfactory quality of work
5. Appointment missed.

## WHAT WE'RE DOING TO CHANGE THIS

This year we're improving the way we handle complaints by making sure the voice of tenants are heard. We'll:

- review our current policy and processes
- make it easier for customer to make a complaint
- improve how we check our performance by looking at how we can involve tenants
- share more information with our customers
- provide training for all staff and work with partners and other council services to improve the overall customer experience.

By improving these services, we're supporting the new Housing Ombudsman's Complaints Handling Code which acts as a guide for tenants and leaseholders to know what they can and should expect from us.

We encourage all our tenants to look at this code, so you know your rights as tenants:

[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)



Putting our tenants and communities first