

2018



£215.9m
Turnover



Above
17,000
Homes managed



Over
35,000
Residents

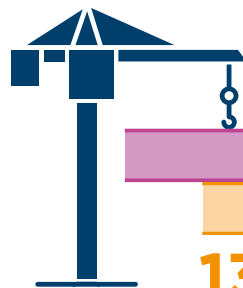


Over
9,000
Customers supported

Number of new homes



634
Total new homes



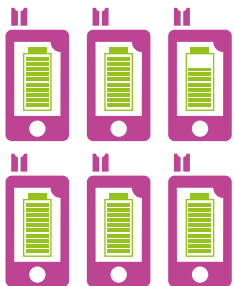
132
Market sales

502
Total number of affordable homes



We're developing **5,000** new homes over the next ten years and at least 50% will be affordable homes.

Customer service (non-repair calls)

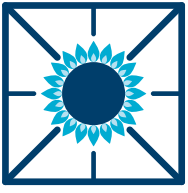


57,575
Total calls taken

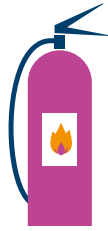


84.68%
Calls answered within 20 seconds

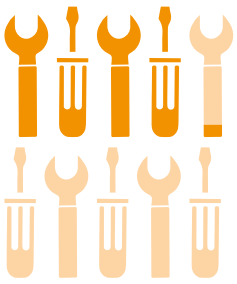
Repairs



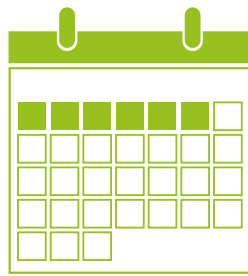
100%
Gas safety compliance



100%
Fire risk assessments
carried out on time



30,887
Total repairs completed



6 calendar days
Average time to
complete a repair



99.38%
Emergency repairs
completed within 24hrs

Employment and training

