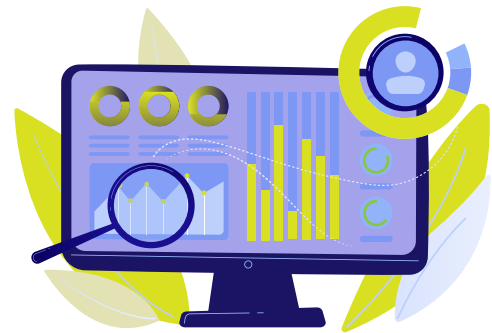


How are we performing?

Welcome to our latest report, which shows how we are performing as a business. The figures in this report cover the three months between April and June 2024.



Lettings

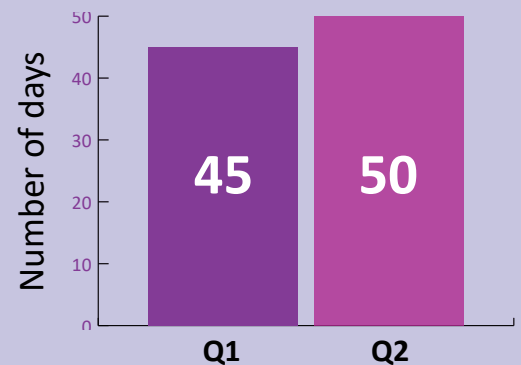


We let

211

183 were relets
28 were newly-built homes
113 were accepted by the first applicant

Re-letting our properties



As part of our commitment to help reduce homelessness, we continued to work with local authorities to let homes to those in housing need. Of all the homes we relet during this period, **48%** were to homeless households, with the remainder going to applicants with other housing needs such as needing to move to more suitable properties, medical requirements or the threat of homelessness.



Your feedback



You liked:

- The area
- Size of the property
- The service and support provided by WWH



What you want to see improve:

- Outstanding repairs dealt with
- Better cleaning and decoration
- More communication from WWH

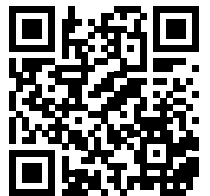


Repairs and maintenance

We continue to review and develop our repair service so we can react to our residents as quickly as we can. Incoming repair volumes remained high and reduced steadily as we moved through quarter two. We continued to fix **70%** of all repairs first time and have met **99%** of all appointments. Most of the repairs reported are being completed within the first 5 days. Resident satisfaction remains high with average scores rising to **9.4 out of 10**.

Between April and June this year we completed

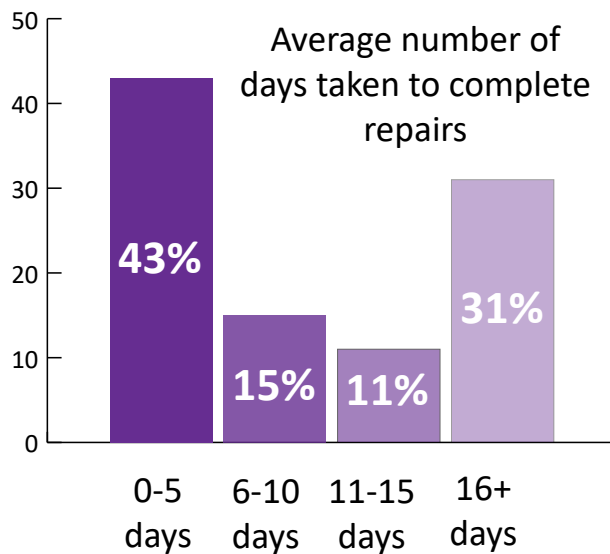
9019
repairs



Scan here to visit the repairs section on our website.



The percentage we fixed first time



Electrical repairs
12.9 days average

Heating repairs
7.6 days average



The satisfaction rating for our repairs service



Keeping you safe

9019 homes have had a gas safety check in the past year

11,566 homes have up to date electrical safety certificates

In communal areas of our schemes, we carried out:

305 fire risk assessments

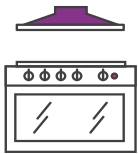
169 asbestos inspections

Each month we carry out

79 water checks



We installed:



99
kitchens



29
bathrooms



50
boilers



windows in
136 homes



16 front doors

6 back doors

Your feedback



You liked:

- Easy to report repair
- Behaviour of the team member



What you want to see improve:

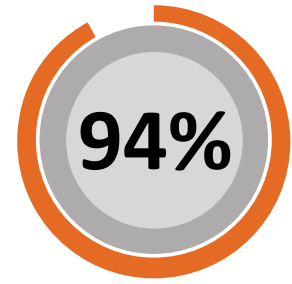
- No further work needed
- Appointments kept



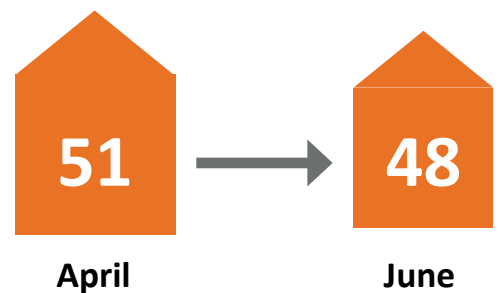
Between April and June this year we started retrofitting 82 homes in Wrexham and Caerphilly with energy efficiency technologies such as PV (solar) panels and batteries, air source heat pumps, external wall insulation and ventilation systems. The research work is funded by Welsh Government's Optimised Retrofit Programme.

Rents

Rent arrears (on average) have continued to drop to **1.27%** by the end of June. Thank you for continuing to pay your rent on time. The number of residents maintaining an agreed payment plan remains high. During this time **94%** of residents paid their rent as arranged with their Housing Officer. Our Tenancy Support Officers continued to support residents to access over £45,000 in Discretionary Housing Payments (DHP) and £6,000 in Homeless Prevention Funding (HPF). This brings the total funding secured over the past 12 months to £198,000.

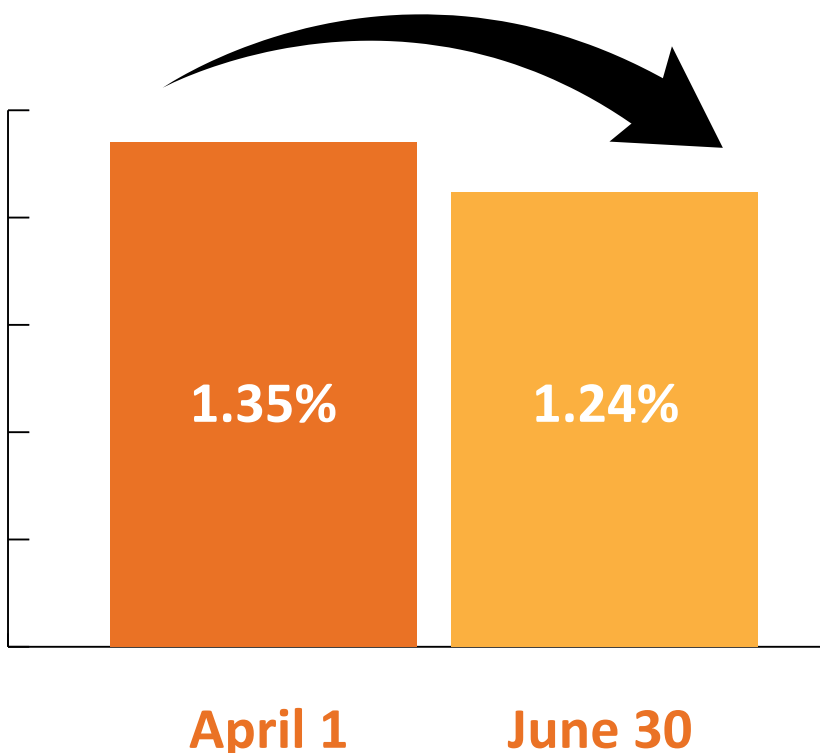


of residents are paying their rent as arranged with Housing Officers.



The number of residents in high level arrears dropped slightly from **51** at the start of April to **48** at the end of June.

RENT ARREARS



By the end of June **6,700** people were paying by Direct Debit which is the simplest way to pay your rent?

Anti-social behaviour

Between April and June we saw an increase in the number of ASB cases we recorded 83 compared to 47 in the previous three months. By the end of June the number of active cases rose slightly to 106 from 103 at the end of March.

106
active cases

The three most commonly reported issues are:

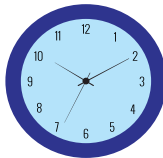
Neighbour dispute

Domestic abuse

Noise

How we run our business

We received
291 calls
per day about repairs
and heating and
159 calls
per day to the
Housing Support
Team



9am to 10am was the busiest time to call our Repairs Team. Our Housing Support Team were busiest between **10am and 11am**.



The average waiting time for residents calling our:

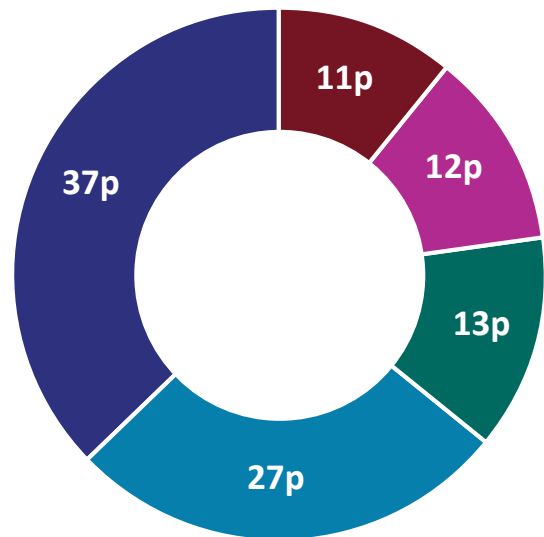
- Repairs Team was **27 seconds**
- Gas Servicing Team was **19 seconds**
- Housing Support Team was **1 minute 18 seconds**



How we run our business



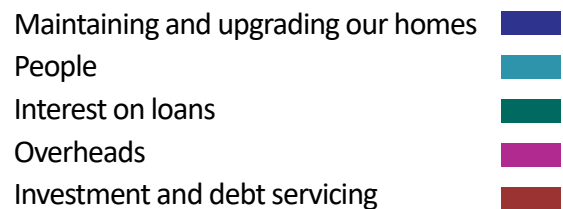
Here is how we spent **every £1** of your rent in 2023



During 2023, we spent

£3,744

per property on running costs, which covers such expenditure as repairs and maintenance to our properties, staffing costs and other overheads, but not including major repairs.



Looking after our homes

By focusing on efficiency, we have maintained our operating costs at about 50% for many years, even though costs have been higher than inflation.

Complaints

In total we received:

45
complaints

The highest number of complaints (29) were about repairs and maintenance, others related to neighbour disputes and anti-social behaviour (6), management of common areas (4). Six complaints related to other areas including rent arrears and service charges and tenancy rights. There were 2 complaints about the way we handle complaints.