Residents’ annual report 2016 at a glance

- Our residents pay an average of **34%** of what private renters pay for a two-bedroom home.
- **88%** of residents were happy with how we dealt with their last repair.
- **61%** of our estates reached gold standard for cleanliness and safety.
- We plan to build **5,000** new homes each year by 2020.
- **79%** of residents were satisfied with our overall service.
- **76%** of residents were satisfied with how we dealt with their enquiry.
- **93%** of complaints were dealt with within 10 days.
- **98%** of antisocial behaviour (ASB) cases were assessed within the target time.
- **94%** of residents were given an appointment for when their repair would be done.
- **1,345** new kitchens were fitted this year.
- **807** new bathrooms were fitted this year.
- **87%** of service-charge enquiries were dealt with within our target time.
- **98%** of complaints were dealt with within 10 days.

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