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Welcome to the 2019 Annual Report to Residents

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Welcome to the 2019 Annual Report, my first as Chair of bdht.

The Report sets out how we have performed against national standards and our local service offer, as assessed by the Residents Scrutiny Panel.

bdht is committed to providing more homes to meet local demand. I am really pleased to report that 2018/19 was our best year ever in delivering new affordable homes, 127 in total, smashing our target of 100.

We know that there are many families still needing our help and we plan to build a further 124 homes during 2019/20.

The bdht Board is committed to providing quality affordable services. In accordance with Government directives, 2018/19 was the third (of four years) where our social and affordable rents reduced (by 1% per year). We have delivered these reductions without cutting services, or the quality of services.

Costings published by our Regulator show our costs per property to be below average, whilst customer satisfaction remains well above the median.

In order to ensure that we not only maintain the quality of our services, but to improve them, we want to hear from our customers. We have recently adopted the National Housing Federation "Together with Tenants" Charter confirming our commitment and we will be giving more details about this shortly.

We are also reviewing options for residents to engage with us and influence decisions. Again, we will be publishing details of opportunities to engage over the coming months.

Please take the opportunity to view the Report and, good or bad, please let us know how you feel about our services.

Mary Miller, Chair of the Board



Mary Miller, Chair of Board



Mark Robertson, Chief Executive

Our values

Caring

To care about the quality of services we provide to our customers and the welfare of the Trust's employees.

Enabling

To enable our customers to access and choose services wherever possible and empower the Trust's employees to deliver high standards of customer service.

Fair

To deliver a consistently excellent service to all customers and to always be fair in the day-to-day support of the Trust's employees.

Honesty

To only promise services to customers that we can reliably deliver and be an employer who is trustworthy and acts with integrity.

Positive

To display a positive "can-do" approach to customer service and support and encourage the Trust's employees in this respect.

Meeting the standards

There are seven national standards that a housing provider is expected to meet. **During 2018/19 we have met the:**

- **Tenant Involvement and Empowerment Standard** – customer service, choice and complaints, involvement and empowerment, understanding and responding to diverse needs
- **Home Standard** – quality of accommodation, repairs and maintenance
- **Tenancy Standard** – allocations and tenancies
- **Neighbourhoods and Community Standard** – neighbourhood management, local area co-operation and dealing with anti-social behaviour
- **Rent Standard**
- **Value for Money Standard**
- **Governance and Financial Viability Standard**

During 2018/19 we have continued to deliver services as promised within our offer to customers.

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Listening and involving you

Our offer to you

- We aim to deliver excellent customer service in a way that suits you
- We will treat you fairly with courtesy and respect

We continue to offer a variety of ways for customers to contact us, depending on personal preference.

Ways to get in touch

 Website/Portal: www.bdht.co.uk/mybdht

 Email: contactus@bdht.co.uk

 Phone: 0800 0850 160 or 01527 557557

 Text: 83080 start your message with the word **bdht**

 Fax: 01527 557600

 Letter: FREEPOST **bdht**

 In person: bdht offices, Buntsford Court

 Facebook: facebook.com/bromsgrovehousing

 Twitter: twitter.com/bdht

During 2018/19 we saw more customers contacting us digitally through mybdht, a total of **1696 contacts**, with a **20% reduction** in telephone call volumes.

If you haven't already done so, please start taking advantage of this great service. If you need any help getting started please contact us by email at contactus@bdht.co.uk or by phone on 0800 0850 160.


mybdht is a 24/7 service option for you to:


- Report repairs
- View your rent account
- Pay your rent
- Report complaints
- Provide feedback

However you contact us, we are committed to providing the same high level of customer service.



Customer service – how have we performed?

Customer service – how have we performed?	Target	Results	
Satisfaction with Call-Handling	97%	99.62%	

Customer service – how have we performed?	Target	Results	
Percentage of Calls Abandoned	<5%	2.43%	

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Customer involvement

Our offer to you

- We will ensure you are listened to and give you opportunities to be involved
- You can be involved in a number of ways to suit you to help improve services for everyone
- In a time of crisis we want you to feel that we will listen to you

You can participate in the following ways (subject to vacancies and selection):

- Cleaning Inspector
- Grounds Maintenance Inspector
- Tenant Mystery Shoppers

- Member of the Resident Scrutiny Panel (membership limited to 9 tenants, 1 leaseholder and 1 shared owner)
- Member of the bdht Board (2 members of the Board must have experience as tenants, shared owners or leaseholders)
- Completing customer surveys

If you would like more information about any of these options and the rewards available to participating residents please contact the Business Improvement team via the mybdht website portal, by email at contactus@bdht.co.uk or call us on 0800 0850 160.

Satisfaction survey results

We have received **2565** responses to service satisfaction surveys from our customers this year. Thank you to everyone who completed the survey and provided feedback to us.

During 2018/19:

23 cleaning inspectors carried our **413** cleaning checks

25 grounds maintenance inspectors undertook **180** assessments

18 tenant mystery shoppers tested our services on **78** occasions

Tenants who have participated in the above activities have helped improve many services including:

Tenant Mystery Shoppers

- ✓ Promotion of mybdht
- ✓ Improved checking of customers current contact details
- ✓ Promotion of multiple ways to contact customers, rather than reliance on a single phone message

Customer Surveys and Residents Scrutiny Panel	2013/2014	2018/2019
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Standard of re-let homes	71%	95%
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Reduction in the longest wait for an **Occupational Therapist Assessment for Aids and Adaptations** from 26 weeks during 2017/18 to 11 weeks in 2018/19.

Cleaning Inspectors - Resident Scrutiny Panel	2012/2013	2018/2019
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Communal cleaning standards being met	56%	93%
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Grounds Maintenance Inspectors

Maintaining high standards of service – 2018/19 – standards met

97% of tenant inspections

Review of services for shared owners

bdht currently owns or manages 200 shared ownership properties. During 2018/19 the Residents Scrutiny Panel undertook a review of the shared ownership services provided, which included obtaining feedback from shared owners.

Following the review and feedback we have made the following changes to our services:

1. We offer shared owners a rechargeable repairs service
2. We have undertaken a review of literature to ensure charges and responsibilities are clear for shared owners, when buying or selling their home
3. The Home Ownership Team are available to meet with new shared owners in their home to provide information and advice
4. We have integrated the shared ownership services across bdht's teams to provide a more efficient service for shared owners

If you are a shared owner and would like any assistance, or are interested in selling your home or staircasing, please contact us via email on shared@bdht.co.uk

Building on our commitments to customers



After the devastating fire at Grenfell Tower, it became obvious that tenants didn't always have enough of a voice and that their landlord didn't always listen. This has been recognised by The National Housing Federation (NHF) which has launched a 'Together With Tenants' initiative.

At bdht we have always tried really hard to be a listening and responsive landlord, so we are fully supportive of the initiative. As the Federation is still consulting at the moment, we don't know all of the details but, once we do, we'll inform you and let you know how you can be involved.

Review of resident involvement 2019

As well as adopting the NHF's 'Together with Tenants' Charter, we want to provide more opportunities for customers to engage with bdht in a way that suits them. The Board commissioned Central Consultancy to carry out an independent review of opportunities for customer engagement. The consultant leading the review has spoken to a range of customers to inform his recommendations to the Board. We will be implementing these recommendations during 2019 and 2020.

We will let you know of future opportunities for your involvement in shaping bdht services.

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Complaints, compliments and feedback

Our offer to you

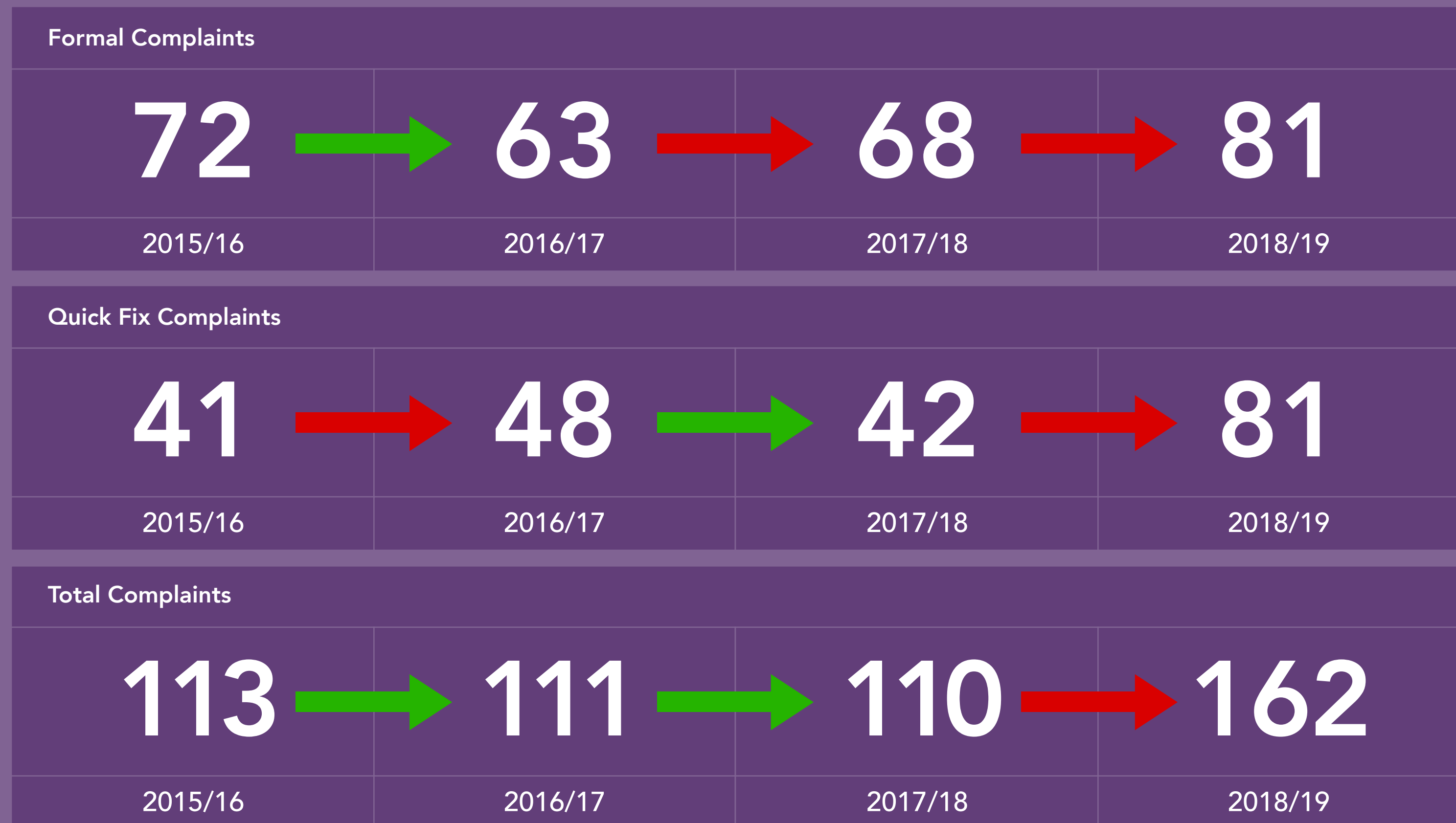
- We will respond quickly to complaints and learn from our mistakes

Your feedback is really important to help us improve services for you and all of our customers. Thank you to all of those who took time last year to let us know how they felt.

Please continue to let us know how you feel, good or bad, so we can learn and improve. You can do so via mybdht at www.bdht.co.uk, by email at contactus@bdht.co.uk or by phone on 0800 0850 160.

If you are dissatisfied with any action we have taken or failed to take, or the standard of service provided, please tell us. We will try to resolve your complaint quickly either through a quick fix (within two working days) for simpler issues, or through a formal complaint for more complex problems (within 10 working days).

During 2018/19 the total number of complaints received increased compared to 2017/18. Nearly double the amount of quick fix complaints were received and resolved, meaning we addressed these issues quickly.



Of those more complex formal complaints, **90%** were resolved at the first stage of our internal complaints process.



When we looked into these complaints, in over half of the cases (**58%**) we agreed with our customer that there had been a service failure and agreed action to rectify this.

Case study

A customer reported that they were waiting for the manufacturer to return to complete a repair to their window handles. The manufacturer had attended previously, but brought the wrong parts with them and were unable to complete the repair. This led to a prolonged period of waiting for them to return. The customer logged a formal complaint with bdht.

Upon investigation, the manager agreed that this situation was unacceptable and arranged for the manufacturer to attend and complete the repairs. He also spoke to the manufacturer about their operatives' level of service when visiting our customers, reminding them of the customer service we expect of all external contractors. The issue was resolved quickly and the repair completed to standard. The customer also had the opportunity to raise some further issues, which the investigating manager addressed.

The main cause of formal complaints during 2018/19 were:

 <p>Poor communication</p>	2017/18	2018/19
	17	36
 <p>Delays to completing repairs</p>	2017/18	2018/19
	22	34
 <p>Poor Customer Service</p>	2017/18	2018/19
	6	8
 <p>Handling of Anti-Social Behaviour</p>	2017/18	2018/19
	8	4

With bdht completing, on average, around 12,000 repairs each year, the number of complaints about this service is relatively small. However, the number of complaints about repair delays increased last year compared to 2017/18. We are working to reduce delays to completion of repairs by completing as many repairs as possible right first visit.

To increase awareness of our communication with customers and with each other, our Management Team has recently attended training on how we can communicate more effectively and they will be passing this knowledge to their teams. We also analyse the source of complaints and highlight any common themes to our Management Team, so that they can review processes, where required, in order to ensure that we are offering the best service to our customers.

We operate a simple two-stage complaints process which we have recently reviewed. After listening to feedback from our customers, complaint investigation times have been reduced. Stage 1 investigations should now be completed within 10 working days (reduced from 15 working days) and stage 2 investigations should be completed within five working days (reduced from 10 working days).

Tenants still dissatisfied at the end of this process can contact a 'designated person' (a local district Councillor or any MP) and ultimately take their complaint to the Independent Housing Ombudsman.

During 2018/19 one complaint was escalated to the Housing Ombudsman. Whilst we are not complacent, we are proud that in the past 14 years no complaint against bdht has been upheld by the Ombudsman.

During 2018/19 we recorded 145 compliments. Thank you for taking the time to let us know when you are pleased with our services.

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Your home

Our offer to you

- We will ensure that you have a decent home to live in
- We will strive to make your home as energy efficient and affordable to heat as possible
- If you have a disability we will help you adapt your home to suit your needs
- We will repair your home quickly and make improvements when required

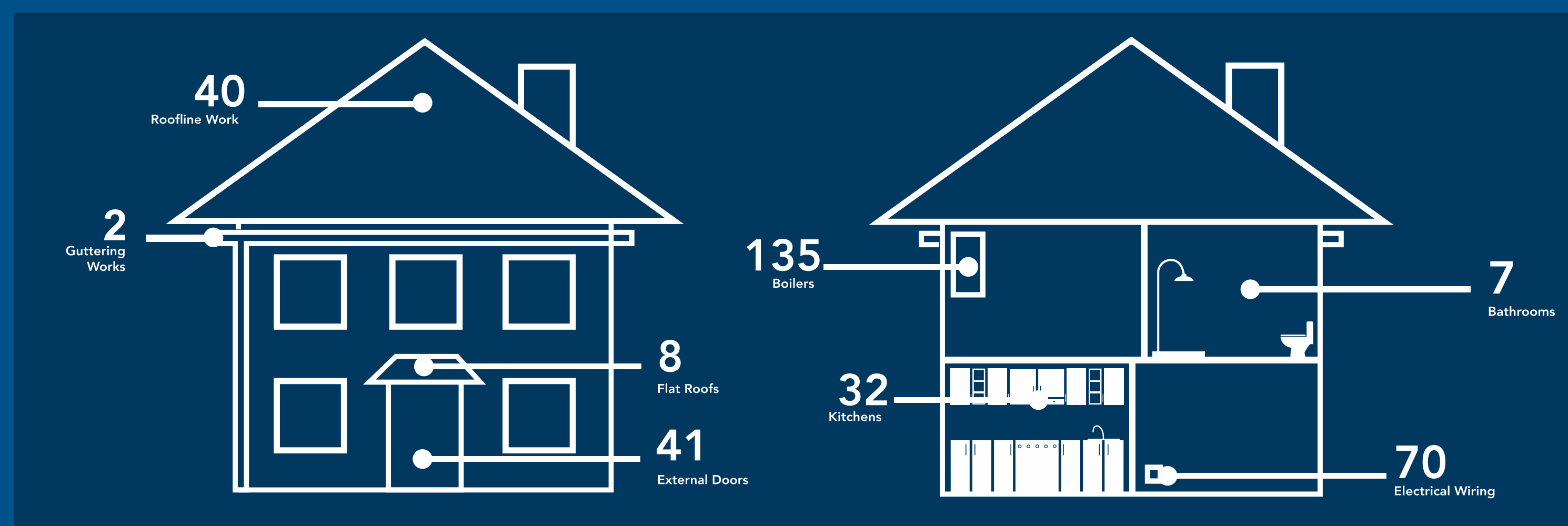
During 2018/19 bdht spent **£5,222,176** improving, repairing, maintaining and adapting customers' homes.

Routine maintenance	£1,961,880
Planned maintenance	£757,134
Capital works	£2,503,162
Total	£5,222,176

Improvements and adaptations – how have we performed?

	Target	Results	
Percentage of homes meeting the Decent Homes Standard	100%	100%	
Satisfaction with the aids and adaptation service	97%	100%	
Satisfaction with planned works delivered	95%	98%	
Number of adaptations completed	Not set	293	

During 2018/19 improvements carried out included:



Roofing Team - planned works delivery

Following complaints about the performance of previous roofing contractors, we made the decision to bring this service in-house. During 2018/19, the bdht Roofing Team completed planned roofline works to 60 properties, including eight communal blocks, in addition to standard roofing repairs.

Keeping you safe in your home

We are continuing our focus on health and safety and therefore carrying out more frequent checks on your home.

Gas safety remains a priority and it's vital that you allow us access to your home annually to check your boiler and other gas appliances. Other health and safety priorities include:

- Fire risk assessments
- Electrical checks
- Legionella testing
- Management of asbestos
- Lifting equipment
- Tree maintenance

Whilst we have a great performance record on maintaining health and safety, we have set a target of ensuring all homes have a current five year electrical test certificate by December 2019. We will need tenants' co-operation to provide access to their homes in order to complete this essential work.

Thank you to all those customers who provided access to their homes last year. We did have to take legal action against a small number of residents to obtain access to carry out this vital work.



Equipment and adaptations

Where homes need to be adapted to help tenants live independently we will undertake works up to a value of £1,000. Works costing more than this will be referred to the local authority for grant funding.

During 2018/19 we have streamlined our processes to reduce the average longest waiting time for an Occupational Therapist (OT) assessment from a high of 26 weeks during 2017/18 to 11 weeks in 2018/19.

We remain committed to funding the occupational therapy service to ensure we continue to meet the needs of our customers.

During 2018/19 bdht spent **£109,754** completing **293** adaptations to tenants' homes to meet their changing housing needs, as well as maintaining existing adaptations.

We are also actively working to undertake as many simple, minor works, without the need for an OT assessment through our trained operatives and sheltered living team.

If you think you need an adaptation made to your home, please contact bdht directly.



Repairing your home

Our offer to you

- We will repair your home quickly and make improvements when required
- We will regularly check your home to make it safe and secure
- We will offer appointments and try to fix faults on the first visit

During 2018/19 we:

Carried out
10,044
repairs

Spent
£516,755
on completing these repairs



Our repairs performance during 2018/19:

Customers have told us that they prefer repairs to be undertaken by our in-house teams and be completed right first visit wherever possible.

	Target	Results	
Repairs completed by appointment	100%	100%	
Repairs completed right first visit	83%	84.17%	
Satisfaction with completed repair	99%	99.73%	



Last year over 600 repairs were reported by customers online via mybdht. If you have not already used this service we would encourage you to try it. If you are unsure how to do so please contact us.

Roofing team

During 2018/19, in addition to completing larger planned works to 60 properties, our in-house roofing team:

Carried out
544
roofing repairs

Spent
£400,342
completing these works

Right first visit

Following customer feedback we remain committed to delivering more repairs right first visit, with a target to complete 90% of repairs right first visit during 2019/20, compared to 84.17% during 2018/19.

We are doing all we can to ensure that wherever possible the fault is correctly identified before we attend, so we have the correct parts available, but we also need your help.

We make appointments to carry out works and will send text reminders. bdht offers confirmed appointment slots of:

- AM 8:30 – 12:30
- PM 12:00 – 17:00 (Fri 16:00)
- Mid 10:00 – 14:00

- Emergency attended the same working day

Please help us to deliver an excellent service by ensuring that someone aged 16 years or older provides access for the scheduled appointment, or contact us if the appointment needs to be changed.

In **2018/19** we had **861** confirmed appointments where access was not provided

This is a loss of **123** days productivity and impacts our ability to get works completed faster for customers

At **£33** per visit there is also a financial implication of **£28,413** for time, staff costs and fuel

In 2019/20 we are looking to reduce the number of appointments missed due to 'no access' to improve turnaround times for customers and to streamline costs. We can only achieve this with the help of our customers providing access or changing or cancelling their appointments in advance.

Repairs MOT

In 2018/19 10 residents signed up to receive the Repairs MOT service.

This service offers a visit every six months for three hours to undertake small repairs, reducing the number of visits required and the need to ring in non-urgent repairs.

If you would like to receive this service please call us on **0800 0850 160**.

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Gas repairs to your home

Our offer to you

- We will repair your home quickly and make improvements when required
- We will regularly check your home to make it safe and secure
- We will offer appointments and try to fix faults on the first visit

Gas servicing

During 2018/19:

**we spent
£192,007
on all checks
and necessary
repairs**

**we completed
gas safety checks
to all bdht homes
with a gas supply**

**486
customers
gave us their
views of the
gas repairs
service**

**99.79%
of customers
were satisfied
with the annual
gas safety service
undertaken**

Gas servicing - how have we performed?

	How We Compare	Target	Results
Rental homes with a valid gas safety certificate at 31st March 2019	Best 25%	100%	100%

Your safety is our top priority. To continue to keep you safe we need you to provide us with access to your home each year to complete our annual gas safety check. It is a legal requirement to have an up-to-date gas safety certificate. On the rare occasions that customers fail to provide access we take court action to gain entry.

What we check as part of your gas service:

- the gas meter is working properly
- that your boiler is maintained and safe
- check pipework
- do a visual inspection of your gas cooker
- carry out a gas safety check on gas fires installed by us
- that tenant's own fires have a valid gas safety and flue check

Everyone's first gas servicing appointment will be a minimum of 28 days before your certificate is due to expire. Your appointment will be earlier than your certificate expiry date because we want to be sure that we can complete the service within time and still have team members free to make any repairs during the winter.

If you are struggling to provide access during working hours please contact us.



Gas repairs

During 2018/19:

**99.73%
of customers
were satisfied
with the repair
service**

**we carried out
2412
gas repairs, all
undertaken by
our in-house
gas team**

**we spent
£278,031
on completing
these repairs**

**we fitted
new energy
efficient
boilers to
135
homes**

We want to reduce inconvenience to customers caused by repeated heating failures. We are continuing to invest in modernising heating systems and use repair data to focus replacement programmes on those boilers breaking down most often.

Gas repairs - how have we performed?	Target	Results	
Gas repairs completed right first visit	80%	89%	

Again we are targeted to do more repairs right first visit during 2019/20 (90%) than we achieved during 2018/19.

Gas emergencies - If you smell gas you should contact Cadent on 0800 111 999 immediately.

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Repairing and re-letting vacant homes

Our offer to you

- We will ensure that you have a decent home to live in

During 2018/19:

- 367 bdht properties were vacated (9% of our total stock), this compares to 376 during the previous year
- The total cost of repairing vacant properties was £799,594
- We housed, or prevented from becoming homeless, 558 households

Performance in re-letting vacant homes has been excellent, with letting times only marginally over target, but within cost targets and generating very high levels of customer satisfaction.

Repairs to empty properties - how have we performed?

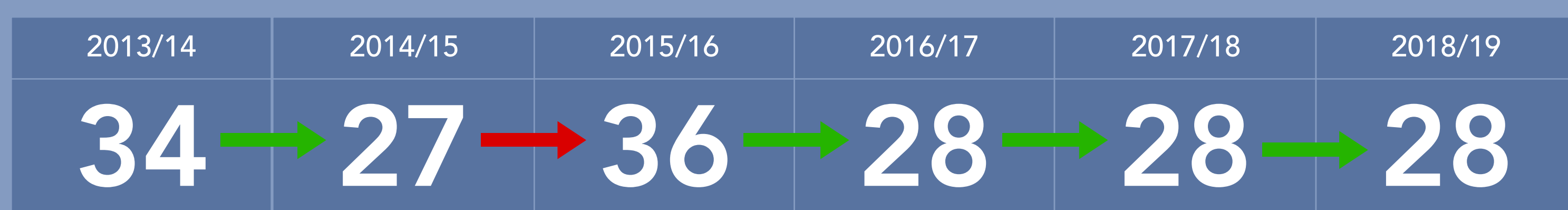
	How we compare	Target	Result	
Average time to re-let properties	Top 25%	17 days	17.53 days	
	How we compare	Target	Result	
Average cost of repairing empty properties	Above average cost	£2,300	£2,270	
	How we compare	Target	Result	
Tenant satisfaction with the allocation process	Top 25%	96%	100%	
	How we compare	Target	Result	
Tenant satisfaction with the condition of the re-let home – did property meet the letting standard?	N/A	95%	95%	

Mutual exchanges

During 2018/19:

- 28 tenants swapped homes
- 100% were approved within timescale
- The average time taken to process applications to exchange was 31 days

Total mutual exchanges



If you are looking to move home you may be interested in joining HomeSwapper.

HomeSwapper is a website to help customers identify others who want to exchange their home and access to the site is free for bdht customers. You will be able to advertise your property and receive automatic matches for your needs. Just visit www.homeswapper.co.uk for more information.



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Housing and Communities

We have recently revised our strategies and instead of a few different strands, we have developed a new Housing Strategy. This is designed to make sure we focus on the most important things to you, our customers. We have moved resources around and we are focusing on financial support and tackling anti-social behaviour.

Customers are at the centre of what bdht is all about. We are proud of our customer satisfaction measures and we are committed to them in the future. Many of our customers have limited choice regarding their landlord, so it's vital that we provide the best customer experience we can.

As a result, we have developed our bdht Customer Charter, which is a set of standards we expect to offer you:

- We will see you if you're at threat of homelessness, in person, within 10 working days of your request
- We will agree a personalised housing plan, if you're at threat of homelessness, and keep you regularly updated
- We will meet you in your home before you start your tenancy to discuss our joint expectations and identify any support needs
- We will meet you to view the property and for you to sign your tenancy agreement
- We will visit you within the first four weeks to discuss any issues and answer any questions
- We will commit to visit you at least four times during the first year of your tenancy
- We promise to take all reports of anti-social behaviour seriously and we will visit you in your home to discuss the process and likely outcomes. We will keep you updated regularly
- We will provide easy and flexible ways to pay your rent and contact you quickly if you fall behind on your payments
- We commit to supporting you to live independently and provide opportunities to be active in your community
- We will support you to look for employment if you need to and to learn new skills to improve your circumstances

We have also re-focused our efforts around pre-tenancy work. We want to ensure that new customers are fully prepared to move in, know what's expected of them and what they can expect from bdht.

We are working more proactively and strategically with partners to ensure we offer the best solutions and support to our customers. This is helping especially when we're tackling crime and anti-social behaviour, making communities pleasant and safe places to live.

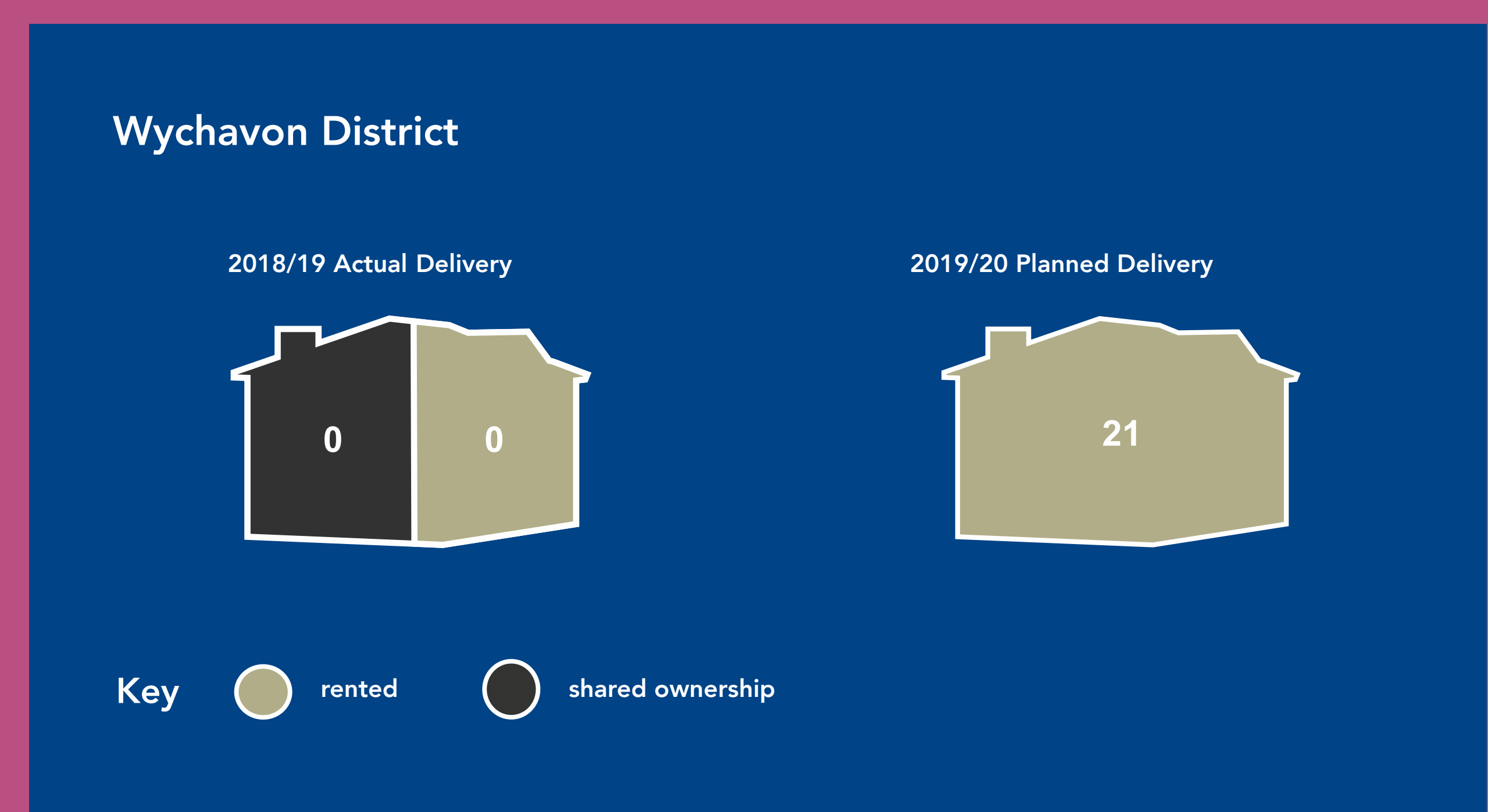
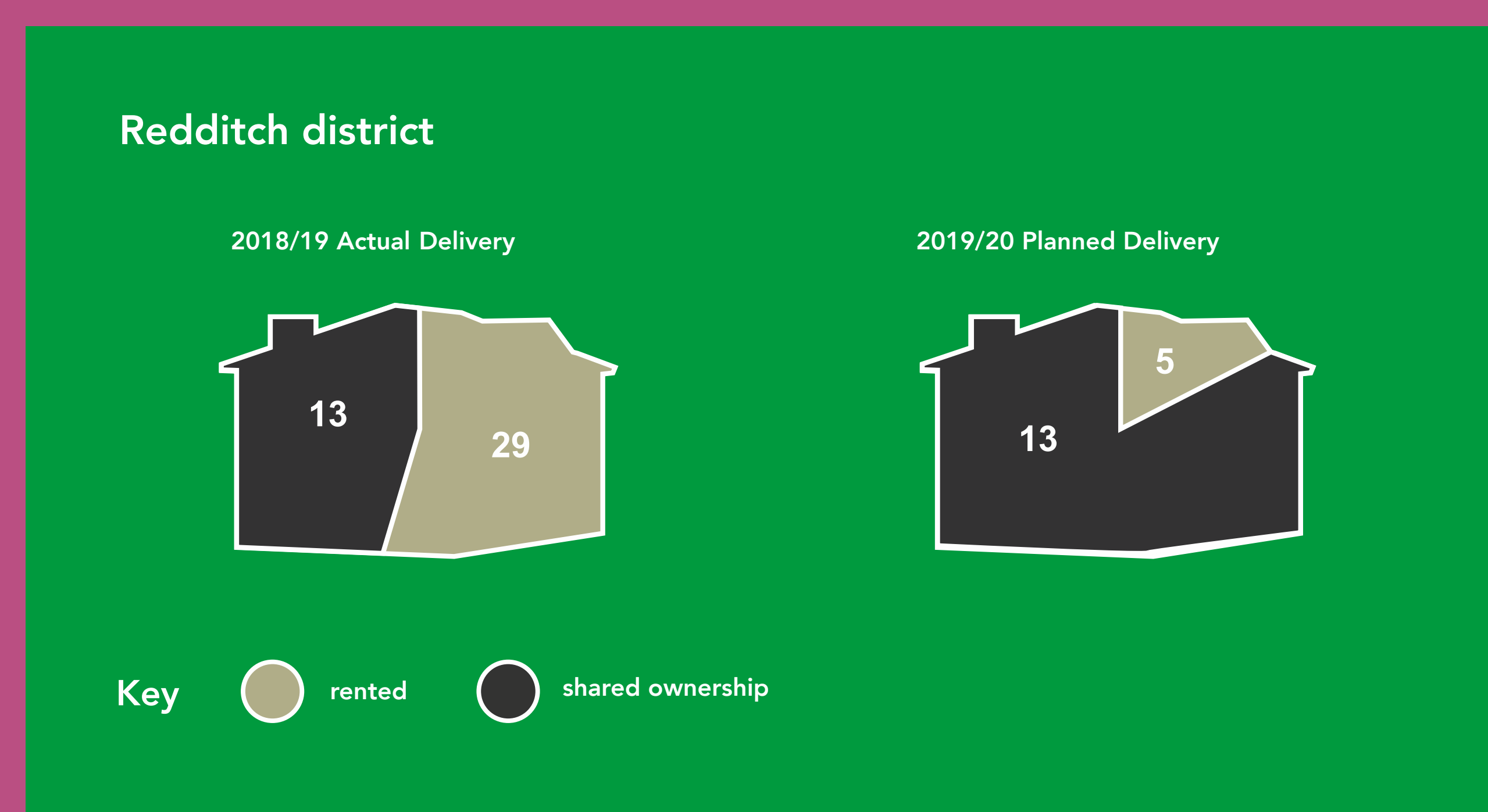
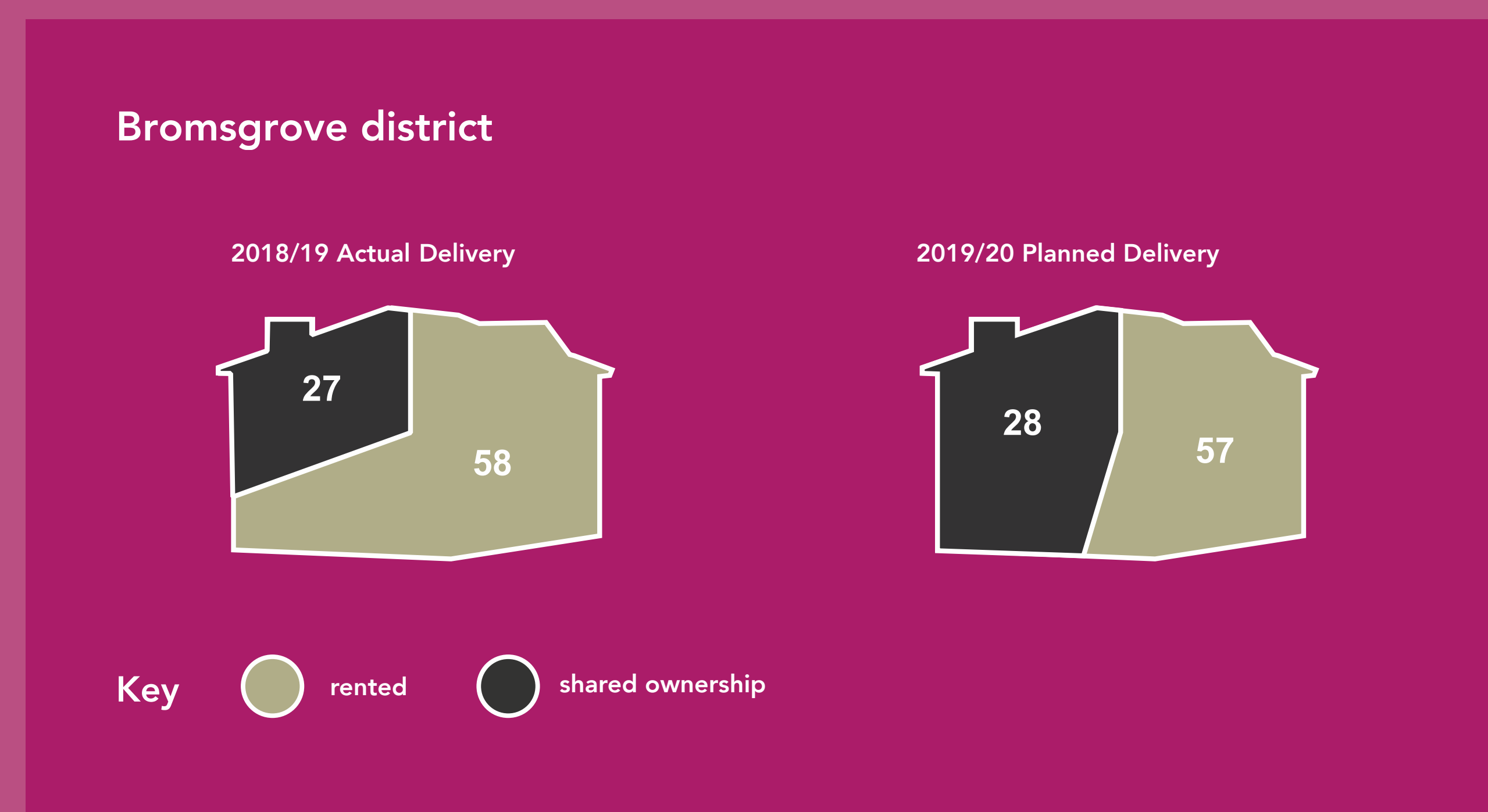


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Where we are building

bdht continues in its commitment to develop new affordable homes to meet the housing needs of local people. We are working on a target to complete 100 new homes every year.

During 2018/19 we completed the handover of 127 new properties. This was made up of 87 Social Rent and 40 Shared Ownership properties.



1. Welcome	2. Listening and involving you	3. Customer involvement	4. Complaints, compliments and feedback	5. Your home	6. Repairing your home	7. Gas repairs to your home	8. Repairing and re-letting vacant homes	9. Housing and communities	10. Where we are building	11. Paying your rent/paying for services	12. Value for money	13. Governance and financial viability
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Paying your rent/paying for services

[View the rent system](#) 

Rents performance

Despite external pressures impacting on customers our Rent First culture has ensured high levels of rent collection have been maintained during 2018/19, essential for our ability to continue to provide high levels of service.

Rent collection and arrears - how have we performed?

	How We Compare	Target	Result	
Rent collected (as a % of Rent Due)	Better than average	99.86%	100.22%	
	How We Compare	Target	Result	
Rent Arrears (as a % of Rent Due)	Better than average	1.82%	1.76%	

Universal Credit update

Universal Credit was rolled out in Bromsgrove to all working age new claimants from 12th September 2018. The number of bdht households receiving Universal Credit increased by 134% in the six months from 31st September 2018 (168 households) to 31st March 2019 (393 households).

Universal Credit is paid directly to the claimant and they are responsible for paying their rent directly to bdht. To ensure we continue to provide ongoing support to customers who are struggling to pay their rent, we will offer budgeting advice and refer people to specialist debt advisors.

If you are struggling to meet your rent payments, please contact the Income Team, as early as possible. We are here to help.

For independent advice about Universal Credit and how this could affect you, contact the Money Advice Service via it's website www.moneyadviceservice.org.uk or by phoning 0800 138 7777.



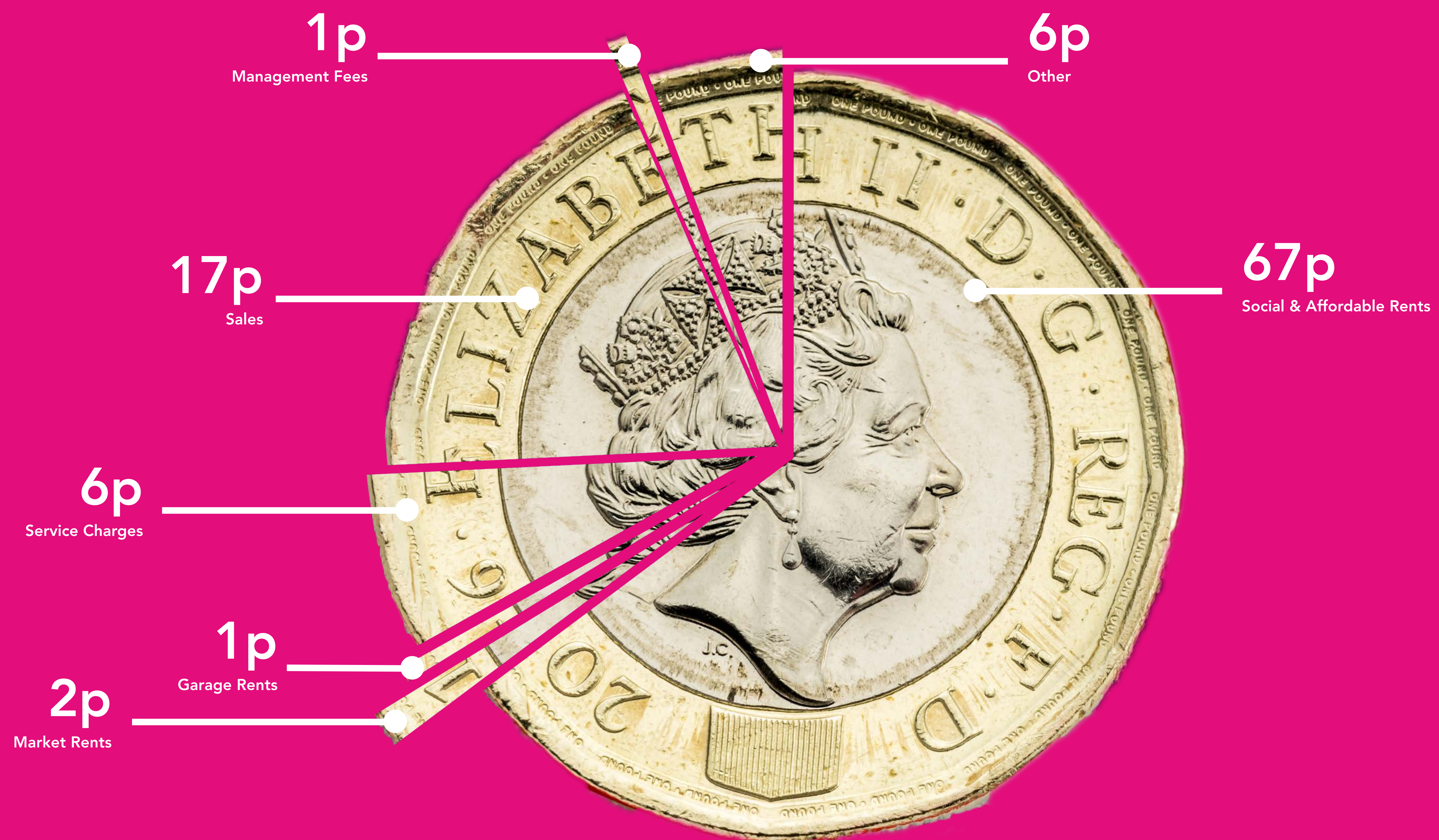
- 1. Welcome
- 2. Listening and involving you
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- 5. Your home
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- 9. Housing and communities
- 10. Where we are building
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- 12. Value for money
- 13. Governance and financial viability

Value for money

So, where does our money come from and how is it spent?

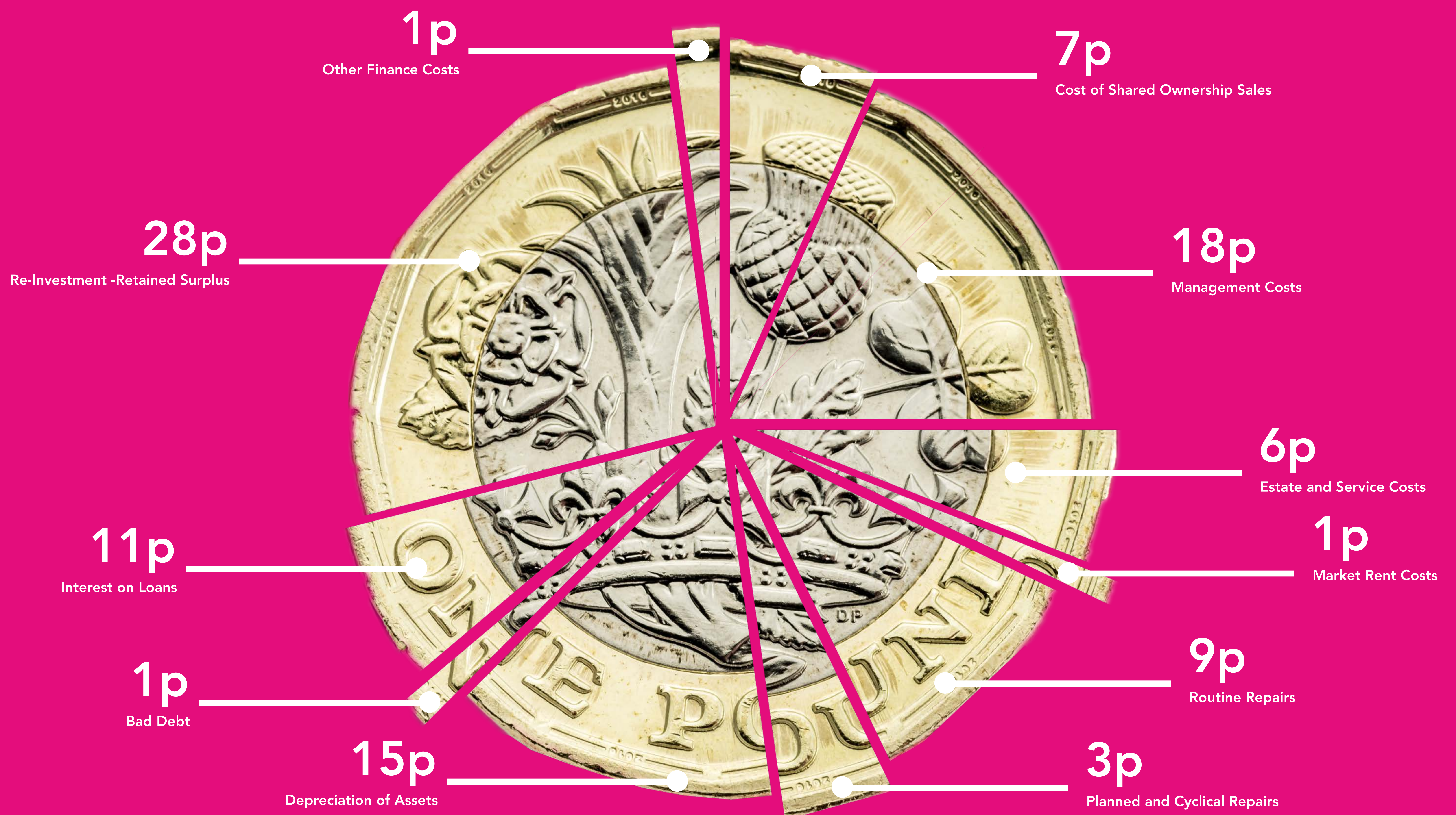
During 2018/19 we received £24,803,207 from the following sources

Where every pound of income comes from (per £ of income in pence)



During 2018/19 the £24,803,207 income was spent in the following ways

How every pound of money was spent (per £ of income in pence)



Sector efficiency scorecard

We appreciate that customers have faced a squeeze on their income over recent years and bdht is no exception. Over the last three years we have reduced rents by 1% per annum in accordance with Government rent policy and we will do so again in 2019/20. This has presented challenges and we are doing everything possible to improve efficiency whilst maintaining quality in front line service delivery.

During 2018 bdht participated in a sector wide benchmarking of efficiency - the 'Sector Scorecard'. Latest available benchmarks relating to performance during 2017/18 show a very favourable performance by bdht compared to peers. bdht performed better than the national median in 10 out of 14 indicators, equal to the median in 1 indicator and worse than the median on only 3 measures.

As a result our overall headline social housing costs per unit are lower than average for the sector.

Housemark Sector Scorecard 2018



1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.
Welcome	Listening and involving you	Customer involvement	Complaints, compliments and feedback	Your home	Repairing you home	Gas repairs to your home	Repairing and re-letting vacant homes	Housing and communities	Where we are building	Paying your rent/paying for services	Value for money	Governance and financial viability

Governance and financial viability

bdht is independently assessed by its regulator, the Regulator of Social Housing (RSH). The result of the most recent assessment saw bdht maintaining the highest possible rating for financial viability (V1) and governance (G1). These assessments can be viewed in full at <https://www.gov.uk/guidance/regulatory-judgements-and-regulatory-notices-a-to-z-list>.

The Board is responsible for the performance of our organisation. The Board set out the strategic direction and ensures that bdht complies with legislation, regulation and manages risks faced by the organisation.

Board members

Mary Miller

Chair of Board

Rachel Ward

Chair of the Remuneration Committee

Adam Wagner

Chair of the Compliance Committee

Emma Windsor

Board Member

Vikki Holloway

Chair of the Performance and Review Committee

Alison Fisher

Board Member

Mohan Sandhar

Board Member

Hannah Purdie

Board Member

Edwina Evans

Chair of Resident Scrutiny Panel
Permanent Invitee

Liz Nembhard

Board Member


Ways to get in touch

 Website/Portal: www.bdht.co.uk/mybdht

 Email: contactus@bdht.co.uk

 Phone: 0800 0850 160 or 01527 557557


 Text: 83080 start your message with the word **bdht**




 Fax: 01527 557600

 Letter: FREEPOST **bdht**


 In person: bdht offices, Buntsford Court


 Facebook: facebook.com/bromsgrovehousing

 Twitter: twitter.com/bdht

	How we compare	Target	Result	
Average time to re-let properties	Top 25%	17 days	17.53 days	
	How we compare	Target	Result	
Average cost of repairing empty properties	Above average cost	£2,300	£2,270	
	How we compare	Target	Result	
Tenant satisfaction with the allocation process	Top 25%	96%	100%	
	How we compare	Target	Result	
Tenant satisfaction with the condition of the re-let home – did property meet the letting standard?	N/A	95%	95%	

	How We Compare	Target	Results
Rental homes with a valid gas safety certificate at 31st March 2019	Best 25%	100%	100%

	How We Compare	Target	Result	
Rent collected (as a % of Rent Due)	Better than average	99.86%	100.22%	


	How We Compare	Target	Result	
Rent Arrears (as a % of Rent Due)	Better than average	1.82%	1.76%	

In **2018/19** we had **861** confirmed appointments where access was not provided


This is a loss of **123** days productivity and impacts our ability to get works completed faster for customers

At **£33** per visit there is also a financial implication of **£28,413** for time, staff costs and fuel

Average time to re-let properties	
How we compare	Target
Top 25%	17 days
Result	
17.53 days	

Average cost of repairing empty properties	
How we compare	Target
Above average cost	£2,300
Result	
£2,270	

Tenant satisfaction with the allocation process	
How we compare	Target
Top 25%	96%
Result	
100%	


Tenant satisfaction with the condition of the re-let home – did property meet the letting standard?	
How we compare	Target
N/A	95%
Result	
95%	


Rental homes with a valid gas safety certificate at 31st March 2019		
How we compare	Target	Result
Top 25%	100%	100%

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How we compare	Target
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Result	
1.76%	