

whg Homes

We own and manage **20,644** homes including...

751 leasehold and low-cost home ownership properties

101 market rent homes

We have built **497** new homes

Service and value



We handled **265,351** queries from customers

Telephone **231,680**

Face-to-face **26,147**

Online **7,524**
(Email, website, social media)

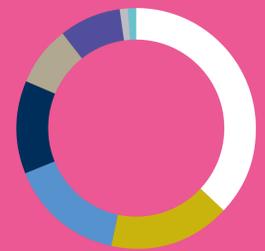
87% of customers are satisfied that their rent is fair and gives good value for money

85% of customers are satisfied with the quality of their home

85% of customers are satisfied overall

82% of customers would recommend whg to family and friends

Breakdown of how each £1 is spent



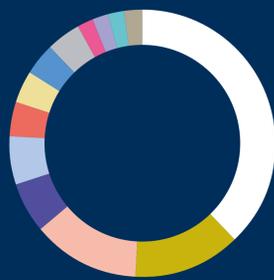
Development	0.39
Repairs	0.16
Debt incl interest on loans	0.15
Support	0.12
Housing and estate	0.08
Partnering works	0.08
Regeneration	0.01
Office running	0.01

Complaints

Number of formal complaints **44**



Type of complaint



Property Services	38%
Allocation	13%
BST Team	13%
Empty Properties	6%
Property Ownership	6%
Neighbourhood	4%
Major Works Team	4%
Development	4%
Estate Management	4%
NIO Service	2%
Community Safety	2%
Debt Recovery	2%
Gas Service	2%

Works and repairs



we spent **£37m** on repairing our existing home stock. This includes:

£14.7m on planned maintenance
Planned maintenance is work scheduled to take place on a regular basis i.e door replacements and electrical upgrades.

£10m on routine maintenance
Routine maintenance is work to prevent damage and maintain the quality of our buildings, generally a small scale activity.

£12.3m on major works
Major works are usually large 'one-off' projects designed to extend and improve the life of our buildings and could include the communal and structural parts of buildings, communal gardens, parking areas and roads.

Average number of days taken to complete a repair **6.95**

82% of customers were satisfied with their last repair

Health and employment



we supported **1,214** customers to improve their employment prospects broken down as follows:

130 customers were supported into employment

1,084 customers were supported with a range of activities including training, job search support and volunteering

80% of customers who signed up to Waist Away lost weight

Money advice



Our money advisors helped customers access an extra **£7,312,754**

2,557 customers benefited from money advice



Energy

413 homes benefited from energy efficiency improvements

220 customers signed up to whg's energy tariff, FuelGood

fuelgood

696 customers received fuel poverty advice

Savings from customers signing up to FuelGood, including Warm Homes Discount

£44k

Savings from customers receiving fuel poverty advice

£63k

