



Our Annual Report 2020/21

This Annual Report looks back on a challenging year.

The pandemic meant we had to make some tough decisions as we adapted to continue delivering our services safely for you.

Despite this, regular comparisons showed that our performance compared well with other providers.

Our report shows:



How well we delivered our services



How our performance compares with other landlords



Our future plans to improve our services

We spent **£41.7m** improving our homes



£10.3m Our routine repairs service

£15.1m Planned maintenance like replacement kitchens, bathrooms and heating

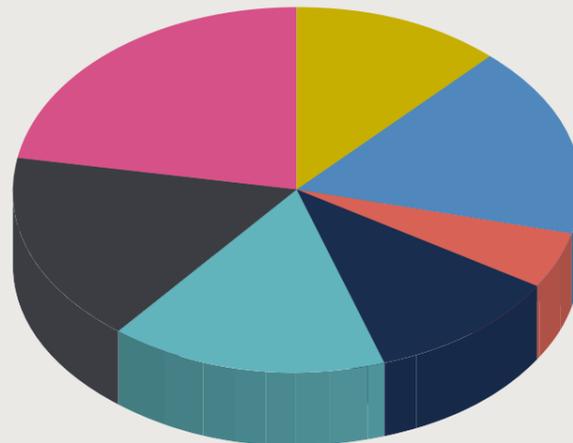
£16.3m Major works such as structural repairs

We built **332 affordable homes**

And **started to build 325 more**

Generating **£16.5m to invest back** in to our homes and services

For each **£1** of rent we spent:



- 17p - Housing management (inc. colleagues)
- 6p - Tenancy & estate costs
- 11p - Repairs (inc. colleagues)
- 16p - Planned maintenance
- 17p - Major works
- 22p - Debt and interest
- 12p - Building homes

We engaged with almost **5,000 customers** for your feedback on how we do things



1,406 expressions of dissatisfaction

(19/20: 821)

141 formal complaints

(19/20: 172)



90% of repair appointments were kept

(19/20: 98%)

82% of customers were satisfied with their last repair

(19/20: 84%)

15 days average time for a routine repair to be completed

(19/20: 9 days)

Our money advisors helped **2,638** customers with financial guidance (19/20: 2,291) And helped customers claim

£8.7m of benefit entitlements (19/20: £8.1m)



We helped **1,567** customers improve their chances of finding work

(19/20: 1,274)



184 customers secured a new job (19/20: 149)

492 customers benefited from Black Country Click Start digital training



Our response to the pandemic

10,448 calls answered by our customer services team in April 2020, as we extended our opening hours to deal with demand

25,384 welfare calls made to customers

7,063 support packages delivered by volunteers

1,582 food vouchers provided

86% of customers were satisfied with the services we provide (19/20: 86%)



77% felt whg listens and acts upon their views (19/20: 77%)

84% would recommend us to family or friends (19/20: 82%)

1,157 anti-social behaviour incidents reported (19/20: 1126)

82% of customers were satisfied with their neighbourhood (19/20: 82%)



Building strong communities by working together with you to achieve

£43.2m worth of social value (19/20: £37.7m)

Our future plans

1. Improve our digital online services, like our website and customer portal
2. Your feedback told us that our repairs and neighbourhoods services need to improve to match other providers
3. Grow our Customer Voice platforms so your feedback is always heard