

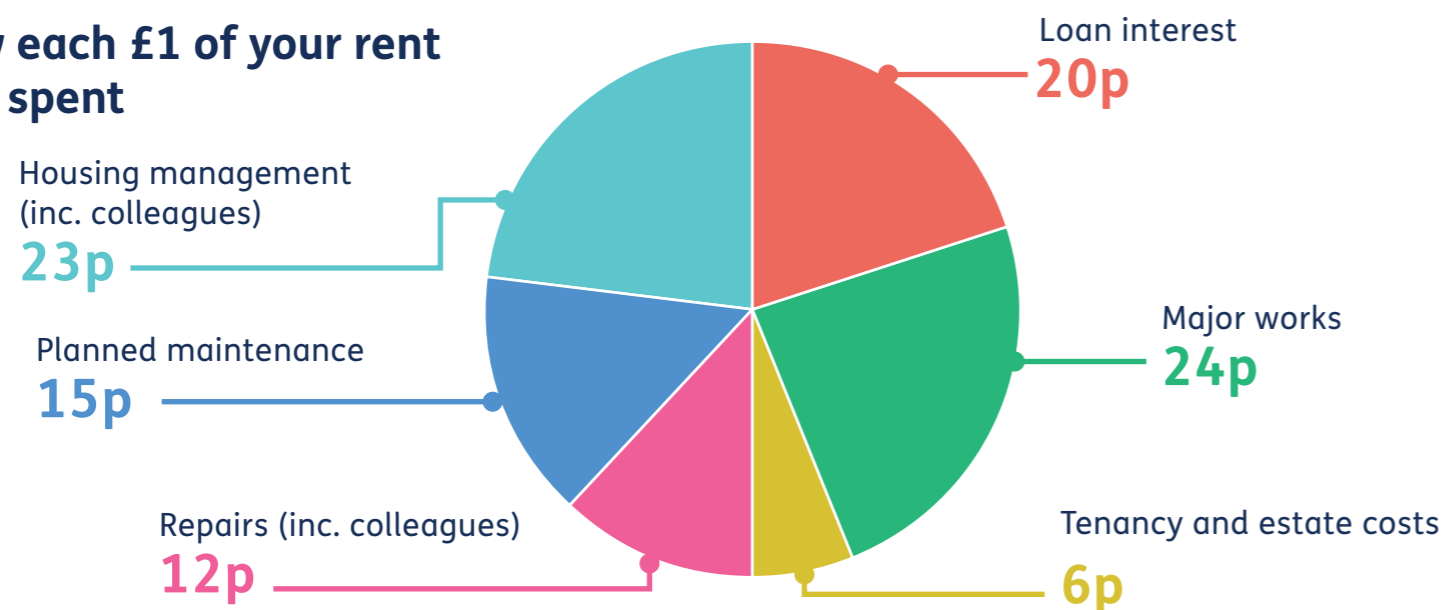


# Our annual report 2021/22

Our report shows how well we delivered our services, how our performance compares with other landlords and our future plans to improve our services.

## Spending and investment

How each £1 of your rent was spent



**£53.2m** spent on improving homes

(2020/21: £41.7m)

**Routine repairs**  
**£12m**

(2020/21: £10.3m)

**Planned maintenance**  
**£16.2m**

(2020/21: £15.1m)

**Major works**  
**£24.9m**

(2020/21: £16.3m)

## Putting safety first

**Gas checks**  
**100%**

(2020/21: 99.98%)

**Fire checks**  
**99%**

(2020/21: 99.7%)

**Asbestos checks**  
**100%**

(2020/21: 100%)

**Lift safety checks**  
**100%**

(2020/21: 95.65%)

**Water safety checks**  
**100%**

(2020/21: 100%)

## Putting things right

**Expressions of dissatisfaction**  
**2446**

(2020/21: 1406)

**Formal complaints**  
**265**

(2020/21: 141)

## Having your say

**whg listens and acts upon views**  
**71%**

(2020/21: 77%)

**Customers satisfied with services**  
**78%**

(2020/21: 86%)

**Would recommend whg**  
**80%**

(2020/21: 84%)

**Customers engaged for feedback**  
**4419**

(2020/21: c.5000)

## Keeping homes in good repair

**Repair appts. kept**  
**91%**

(2020/21: 90%)

**Homes meeting Decent Homes Standard**  
**100%**

(2020/21: 99.9%)

**Repairs within timescale**  
**96.83%**

(2020/21: 96.66%)

**Average time for repair**  
**23 days**

(2020/21: 15 days)

**Customers satisfied with repairs service**  
**78%**

(2020/21: 83%)

## Keeping your area clean and safe

**Customers satisfied with their neighbourhood**  
**81%**

(2020/21: 90%)

**Number of ASB incidents**  
**1164**

(2020/21: 1157)

## Our future plans

We will **expand our community groups** and launch a **new Customer Voice platform** to give you even more opportunities to have your say.

We will launch a new **repairs satisfaction survey** to get feedback about the service you receive.