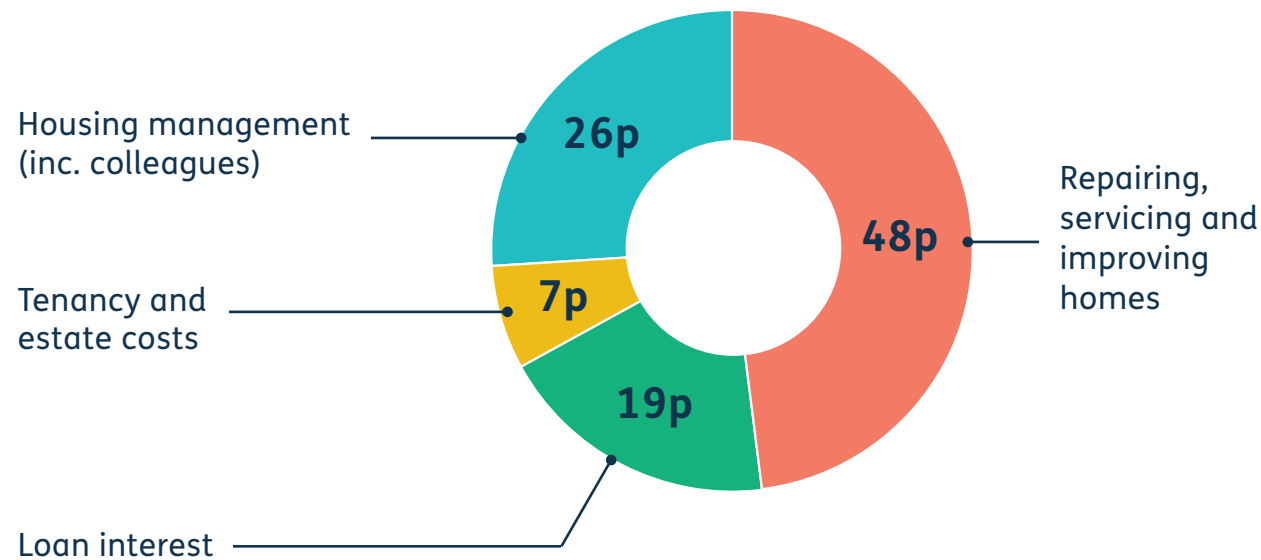


whg Our annual report 2022/23

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



Improving homes
£50.5m

(2021/22: £53.2m)

Routine repairs
£12.5m

(2021/22: £12m)

Planned maintenance
£18.3m

(2021/22: £16.2m)

Major works
£19.7m

(2021/22: £24.9m)

Putting safety first

Gas compliance
100%

(2021/22: 100%)

Asbestos checks
100%

(2021/22: 100%)

Electrical compliance
100%

(2021/22: 100%)

Lift checks
100%

(2021/22: 100%)

Water checks
100%

(2021/22: 100%)

Fire checks
100%

(2021/22: 99%)

Putting things right

Expressions of dissatisfaction
1298

(63 per 1,000 homes)

2021/22: 2446 (120)

Formal complaints
345

(17 per 1,000 homes)

2021/22: 265 (13)

Having your say

whg listens and acts upon views
61%

(2021/22: 71%)

Customers satisfied with services
62%

(2021/22: 78%)

Customers who would recommend whg
74%

(2021/22: 80%)

Satisfied that their rent provides value for money
84%

(2021/22: 84%)

Keeping homes in good repair

Repair appts. kept
94%

(2021/22: 91%)

Customers satisfied with repairs service
84%

(2021/22: 78%)

Average time for repair
29 days

(2021/22: 23 days)

Repairs within timescale
64%

(2021/22: 96.83%)

Homes meeting Decent Homes Standard
100%

(2021/22: 100%)

Keeping your area clean and safe

Customers satisfied that whg makes a positive contribution to where they live
49.7%

(2021/22: no data)

Number of ASB incidents reported
773

(38 per 1,000 homes)

2021/22: 1164 (57)

Our improvement plan

We will launch our new customer engagement platform, **the loop**, where you can help to shape our services.

We have significantly increased our investment in the **repairs service** (£1.6m) and **CCTV network** (£1m).

We have launched a new **Tenant Satisfaction Measure survey**. Your feedback will help us know what is working well and what we can improve.