



About the Trust in 2024-2025



We own
and manage

5,358
homes

We manage

55
homes
for others



Our turnover is

£36.78m

Our operating surplus is

£10.72m

This goes back into the Trust
to provide homes and services

We are a **profit-for-purpose**
organisation

85%

of our staff told us that they
are proud to work for the Trust

We pay the **real living wage**

On average
it took us
3:07
minutes
to answer
your calls



We're proud to
have retained our
rating from the
Regulator of Social
housing of

G1/V2



14,355
repairs raised



30,052
calls taken from
our customers

We completed

1,916

live chats
with our
customers



We read and
responded to

9,951

emails



We achieved

99.98%

compliance on
gas servicing



11,986
repairs completed

On average we
made and kept

93.1%

of repair
appointments



We attended

96.7%

of emergencies
within 4 hours
(including all tenures)



On average

89.7%

of your repairs were
completed on the first visit

On average we
completed

71.2%

of non-emergency
repairs within target

Average days
to complete a
routine repair

21.26

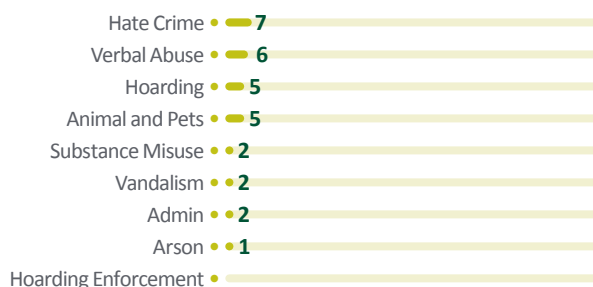
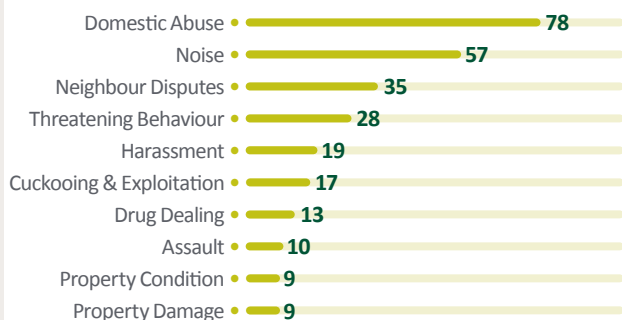
On 31st March 2025,

99.98% of the

Trust's properties had an
Electrical Installation Condition
Report (EICR) less than 5 years old



WE RECEIVED **322 REPORTS** OF ANTI-SOCIAL BEHAVIOUR*





0
Evictions



2
tenant-led Scrutiny Panels on
Repairs communications and our
new tenant Sign-up Pack



186
safeguarding concerns were
addressed by the Trust, whilst
working alongside our partners

In 2024-25, we spent
£32.9K
from the Hardship Fund

84 requests

Most requests were to help with debt on
rent accounts when support had already
been offered from other sources



23
complaints received
per month on average



160
repairs resulting
in complaints



100%
of complaints raised were resolved
within the agreed timescale



Investments in your home:



76
refurbished
bathrooms



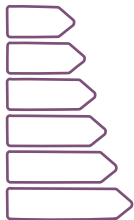
We adapted
78
of your homes, to enable
you to continue to live
independently for longer



70
refurbished kitchens



We decorated
167
of your homes and completed
environmental work to 45 areas.



We improved the
energy efficiency on
342
of your homes, installing
measures such as
additional insulation,
air source heat pumps
and solar panels



We completed major
structural work to
83
properties



95%
of customers who received
improvement work were satisfied
with the work completed



We upgraded
the electrics at
101
of your homes



We upgraded
windows and doors in
220
of your homes



We replaced
roofs to
15
of your homes

We managed
439



hazards identified during our annual
stock condition surveys, making sure
your home are safe



We upgraded
heating in
194
of your homes

(These figures change all the time, so we've taken this snapshot from 31 March 2025 and the 12 months up to that point. When we talk about 'average' we are talking about the mean average.)

