



**believe housing**  
**annual report**  
**2021/22**

# It has been another challenging year and we've continued to work hard to do the right thing: for our people, for our customers, for our business.

The ongoing difficulties left behind by the pandemic have required us to think differently about how we can deliver our services and support our communities.

For example, our Property Repairs Team has worked with colleagues across the business to tackle the backlog of work resulting from Covid pandemic restrictions, contractor shortages and supply difficulties, speaking directly with all affected customers to explain and arrange convenient appointments.

The following information is intended to give a brief summary of just what we've delivered across our key service areas and what you've told us about how you feel about the services you receive.

**Bill Fullen**  
Chief Executive

## the year in numbers

We've completed **146,062 repairs**, thousands of homes have had capital upgrades and environmental retrofits, and we continue to deliver new builds. For this year our rent collection stands at **£70,784k which is 99.18% of what was due.**

We've awarded more than **£183,000 in grants**, delivered social value and the Neighbourhoods and Safer Neighbourhoods Teams dealt with more than **3000 cases**. We had **1,424 new tenancies** and supported thousands of customers.

## neighbourhoods

we support you to manage your tenancy and help you when we can

**75%**  
of customers feel we've make a positive contribution to their neighbourhood



**99.5%** of antisocial behaviour cases resolved

**69%** of customers satisfied in how we handle ASB



**3023**  
cases dealt with by our Neighbourhoods and Safer Neighbourhoods Teams in 2021-22

**9170** people applied through DKO

We had **1424** new tenancies

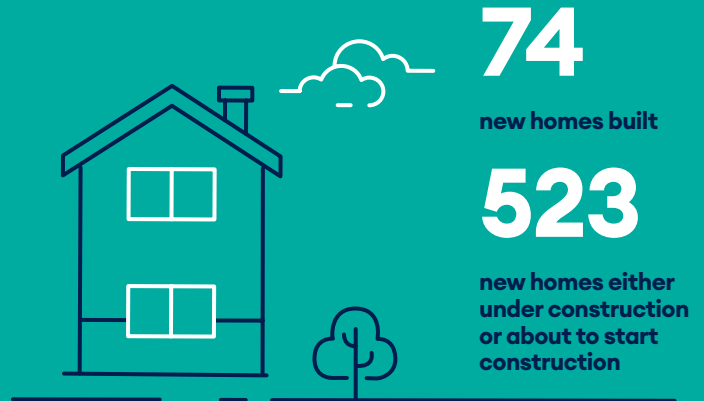
# capital investment

we invest in our homes ensuring that people want to live in them

# 6348

homes received capital works

Work Type	Number of Improvements
Central heating/boiler replacement	950
Electrical re-wire	353
Replacement kitchens and bathrooms	667
Roof works	2320
External walls, footpaths and hard standings	1327
Windows, doors and garage works	731



Number of adaptations

# 1230



**418**  
new homes in the pre-planning and planning process



# 99.9%

of gas safety checks undertaken

# 99.6%

of electrical safety checks undertaken



**103** homes with retrofitted environmental works

# customer satisfaction

we're always looking to improve; our annual customer satisfaction survey tells us how we're doing



# 80%

satisfied with the services received from believe housing

# 89%

believed we treated them fairly

# 93%

were satisfied with the attitude of staff

# 78%

were satisfied by the way we listen to our customers

# 76%

trusted us to deliver on what we say

# 78%

believed that we deliver services to meet their needs

# 85%

were satisfied with the way believe housing keeps customers informed about issues that affect them

# community investment

we provide grant funding to the communities and neighbourhoods you live in

We awarded over

**£183,000**



through our Community Investment programme



We awarded 85 grants that supported

**2,320** people

Our investment allowed organisations to access

**£19,180**

in further grant funding



Total social value for grants

**£1.7 million**



Achieved social value across the business worth

**£4,398,107**

in additional economic, environmental and social benefits for communities through our work and contracts

“We were grateful for the grant...it made a difference to our day”

“believe staff are always very helpful...would recommend others apply for funding”

customer comments from Facebook

# repairs

we ensure that your home is safe, secure and well maintained

Repairs satisfaction

**4.3/5**



Time taken to complete repairs

**14.6** days



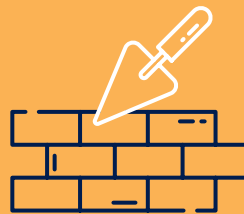
**93.6%**

of repairs were completed right first time



Number of repairs completed:

**146,062**



“fast response fixing issues in the house”

“brilliant, no mess left at all...couldn't thank them enough”

customer comments on Facebook

# supporting our customers

tailored support, when looking for work or managing your money

Our Money Matters team supported

# 1040

customers

We secured more than

# £1.5 million

in additional welfare benefit support for customers

Supported

# 194



people to access secure, sustained employment

Supported

# 11



people to access volunteering opportunities

Worked with

# 130



people through our employability team

Supported

# 3



people with specialist help through our Health and Wellbeing provision to access secure, sustained employment

# complaint handling

we know things can go wrong, when they do we work hard to fix it

Average days to respond to a complaint

stage 1

# 11.79

 working days

stage 2

# 15.46

 working days

combined

# 12.39

 working days

440 complaints, 303 complaints responded to within timescale which is

# 69.03%

(65.5% within timescale at stage 1 and 73.9% within timescale at stage 2)

Number of housing ombudsman reviews

# 4



Top 3 areas for complaints

# 247

Repairs

# 31

Staff

# 65

Customer Services and Neighbourhoods

# how we spend our money

ensuring we get best value for our customers and business



**£36.839m**

spent on improving our homes



**£1.167m**

spent on environmental improvements



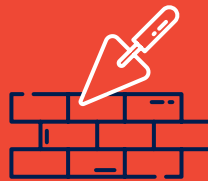
**£17.412m**

wages and salaries



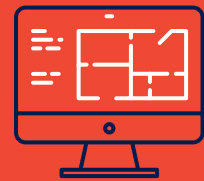
**£24.563m**

spent on repairs to customers' homes  
– all routine and planned maintenance  
costs plus major repairs



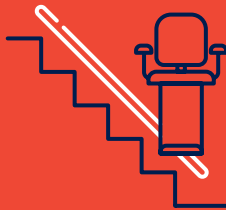
**£11.427m**

spent on building new homes



**£324k**

spent developing digital services,  
including our customer app and  
customer portal



**£1.286m**

spent on adaptations  
for disabled customers



**£1.353m**

spent on acquiring new homes from  
other developers



**£233k**

on computer hardware  
(including mobile devices)