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## Your Safety



Each year we complete a gas safety check on every home with gas installed. This year we did 186 checks ensuring 100% of homes had a valid certificate in place



We completed 51 electrical checks in 2021/22 ensure 100% of all our homes had a valid certificate in place that was less than 5 years old.



We have in place 211 Fire Risk Assessments, one for every property that we manage ensuring 100% have a valid assessment in place. We are carrying out a programme to update and review these in 2022.



All 189 properties that require a valid asbestos survey have one in place

In 2022 we are will be carrying out a legionella survey to every home and including this within our annual property safety programme.

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## Repairs and Maintenance



Emergency Repairs target to complete within **24 hours**

Total of 386 repairs completed with 10 missing the target.

We achieved 97.4% performance achieved against our target of 100%, but we know that sometimes emergency access might be difficult.



Urgent Repairs target to complete within **7 Days**

Total of 1229 repairs completed with 25 missing the target

We achieved 98% performance against our target of 95%



Standard Repairs target to complete within **28 Days**

Total of 5161 repairs completed with 46 missing the target

We achieved 99.1% performance against our target of 95%

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## Business Performance



We collected 98.56% of all the income that was due in 2021/22. For most of the rest we are waiting for Housing benefit payments.



In 2021/22 we lost 1.43% of the total income due to empty properties. We want to try and keep this below 1%. At the end of the year we had only 5 bedspaces out of 445 available where Empower was responsible for the void costs.



During the year we received 38 complaints, of these 11 were from the care provider, 8 from the tenant and 19 from a neighbour. All of the complaints were dealt with in the agreed timescales.

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