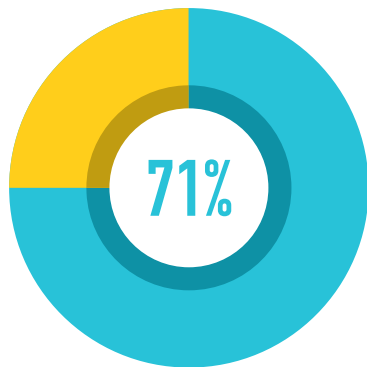


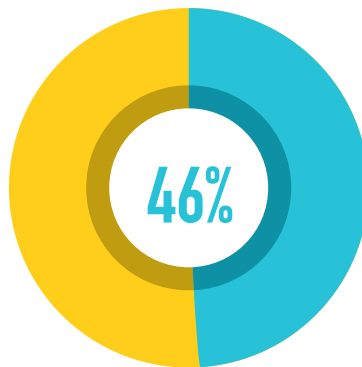
RESIDENTS' ANNUAL REPORT | 2017-18

It's time to update you on how key areas of our business are performing. Here are the results for our residents' annual report for the financial year April 2017 – March 2018. You can read our full annual report and accounts on our website www.chg.org.uk

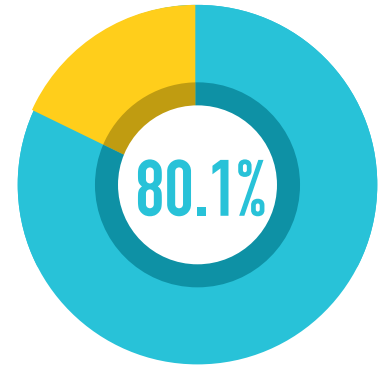
CUSTOMER SERVICE



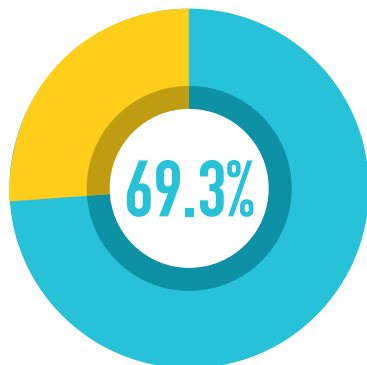
GENERAL NEEDS/AFFORDABLE RENT TENANTS SATISFIED WITH OVERALL SERVICES



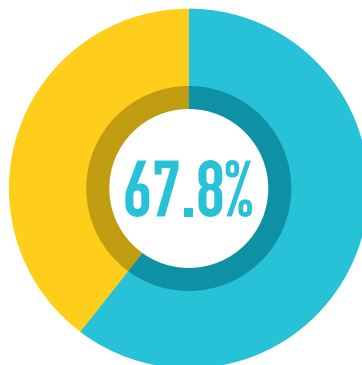
SHARED OWNERS SATISFIED WITH OVERALL SERVICES



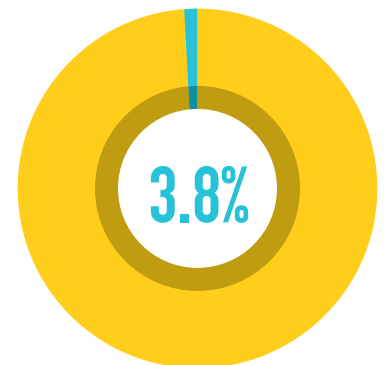
SATISFIED WITH REPAIRS SERVICE



SATISFIED WITH INTERNAL CLEANING



SATISFIED WITH EXTERNAL CLEANING



RENT ARREARS

NUMBER OF NEW HOMES



157

AFFORDABLE RENT



220

SHARED OWNERSHIP



143

SOLD AT MARKET PRICE



REPAIRS

48,616

TOTAL NUMBER OF REPAIRS COMPLETED

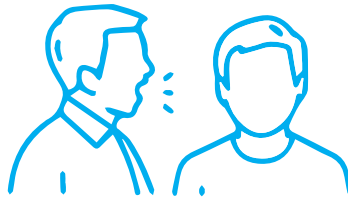
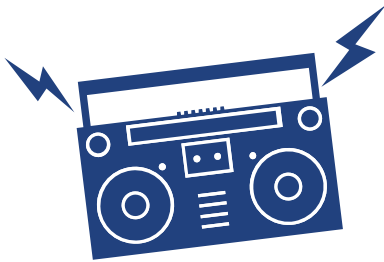
100%

DELIVERY OF EMERGENCY REPAIRS WITHIN A 4-24 HOUR TIME FRAME

93.5%

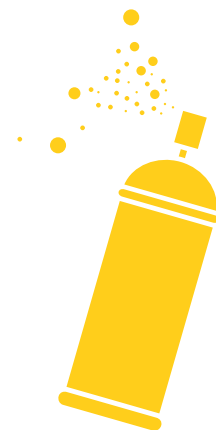
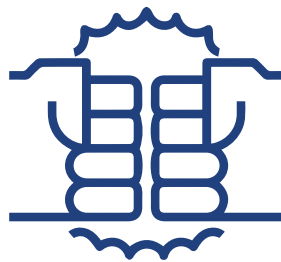
OF ISSUES FIXED FIRST TIME

TYPES OF ANTI-SOCIAL BEHAVIOUR REPORTED:



1,122 NEW CASES CREATED

644 RESOLVED



CATALYST GATEWAY – COMMUNITY INVESTMENT

7,392

CUSTOMERS ENGAGED



£97,000

TOTAL GRANTS FOR INDIVIDUAL CUSTOMERS AND COMMUNITY PROJECTS

188

RESIDENTS HELPED INTO WORK

81

NEIGHBOURHOOD PROJECTS

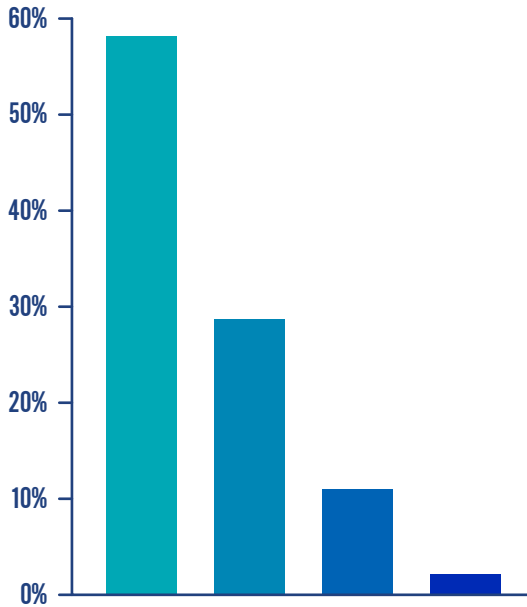
66

PEOPLE INVOLVED IN 5 DIGITAL INCLUSION PROJECTS



FINANCE

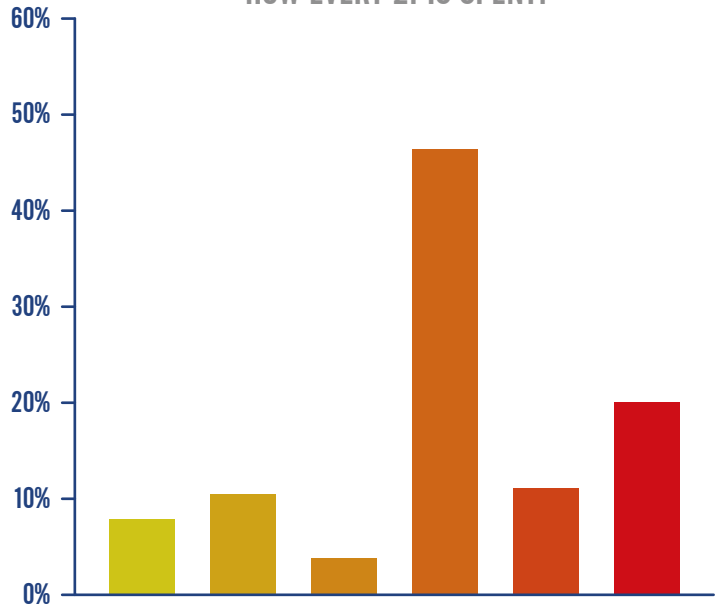
WHERE DOES OUR MONEY COME FROM?



- 58% – SOCIAL HOUSING
- 28% – OUTRIGHT MARKET SALES
- 11% – SHARED OWNERSHIP FIRST TRANCHE SALES
- 3% – OTHER

WHERE DOES OUR MONEY GO?

HOW EVERY £1 IS SPENT?



- 6.7% – MANAGING HOMES
- 10.3% – IMPROVING HOMES
- 5.1% – REPAIRING HOMES
- 46.6% – BUILDING NEW HOMES
- 11.3% – INTEREST PAYABLE
- 20% – REINVESTMENT

<p>MAJOR REPAIRS</p> <p>£1,470</p> <p>COST PER UNIT</p>	<p>ROUTINE MAINTENANCE</p> <p>£728</p> <p>COST PER UNIT</p>	<p></p> <p>ROUTINE MAINTENANCE</p> <p>£14M</p>	<p></p> <p>PLANNED MAINTENANCE</p> <p>£6M</p>	<p></p> <p>PLANNED CAPITAL MAINTENANCE</p> <p>£22M</p>
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