

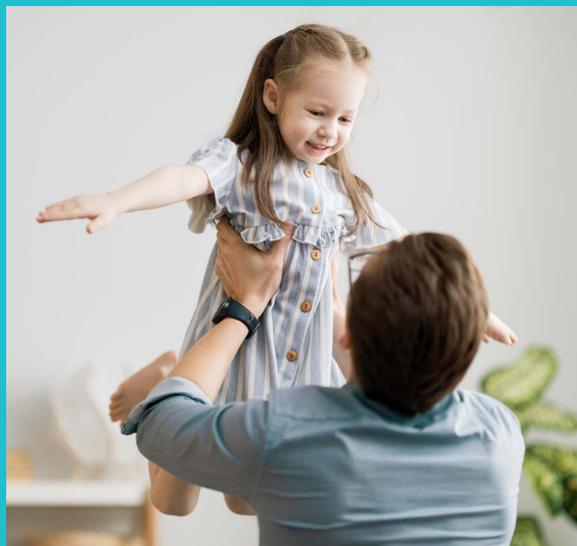
Value for Money Statement 2019/20

Our aim is to ensure that every pound we spend delivers the maximum benefit to our residents and the communities we serve.

We work really hard to ensure that the services we deliver meet the needs of our residents, and that residents are at the heart of everything we do.

We are committed to working alongside our residents to continually shape and improve our services. We do this by encouraging regular feedback from our residents.

By listening to the views of our residents, we can ensure we invest in the services which add the greatest value to our residents.



How our residents provide us with feedback

There are a number of ways in which our residents provide us with feedback. These include:

- By contacting our Customer Services Team, via email, telephone, post, website or social media, to provide general feedback, make a compliment or raise a complaint
- Via the Residents' Scrutiny Panel
- By taking part in one of our Resident Feedback Groups
- By completing a Satisfaction Survey, when a service has been received

The feedback helps us to shape services and target our resources to ensure our residents are provided with exceptional services, which meet their needs.

Resident Satisfaction

93%

of residents were satisfied with the service provided by our Customer Services Team

100%

of residents were satisfied with adaptation works to their homes

91%

of residents were satisfied with the service provided by our Income Team

99%

of residents were satisfied with our lettings process when they moved into their new home

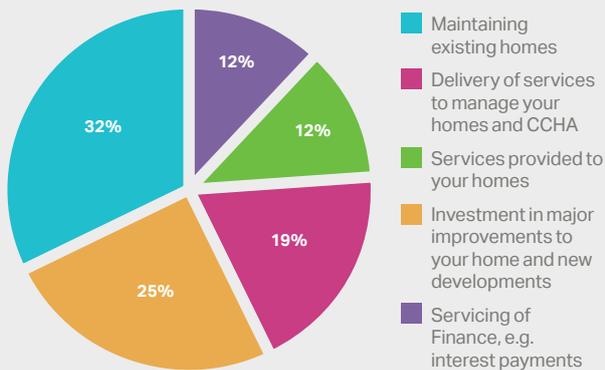
96%

of residents were satisfied with our investment works undertaken in their home i.e. a new kitchen or bathroom

92%

of residents were satisfied with a repair carried out to their home

How we have spent your pound



What have we invested in?

- Invest in our current homes
- Creating new homes
- Our staff teams and systems, to ensure we have the correct resource in place to deliver excellent services to our residents

How we plan to invest in the future

- Investing in a Digital Service Delivery Platform for our residents
- Build 600 new homes over five years
- Invest £11m per year in our existing properties

Our achievements during 2019/20

