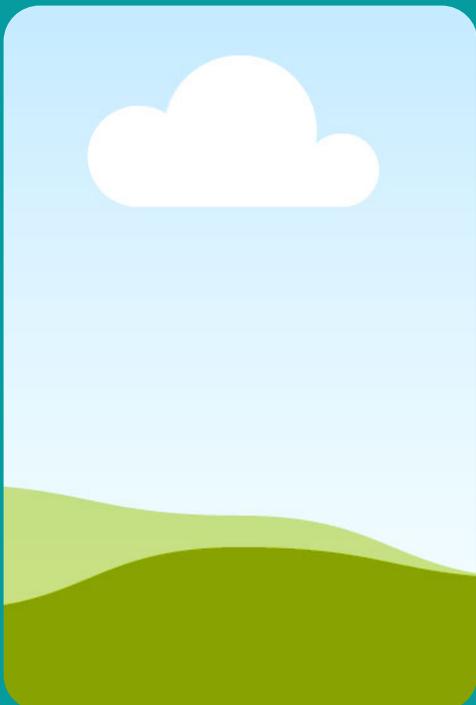
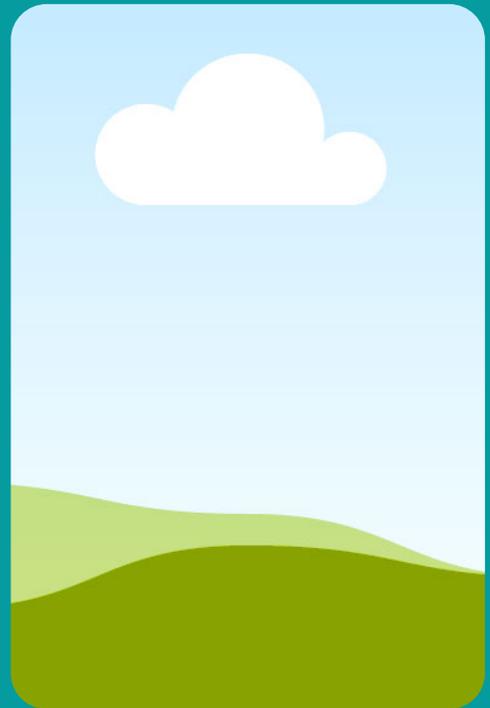
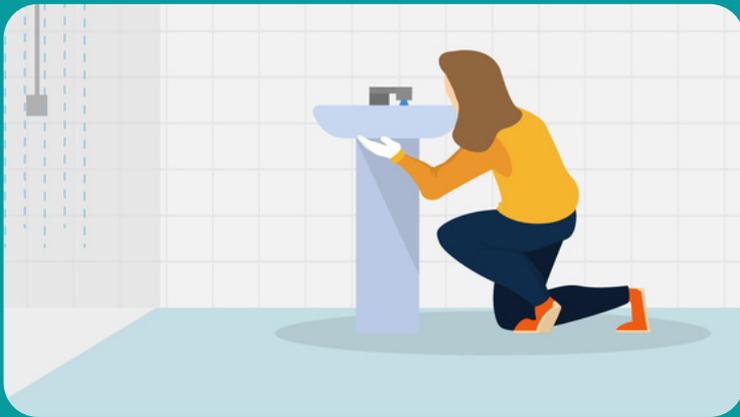


# Annual report to tenants and leaseholders



# Introduction

Introduction from Peter Campbell and Cllr John Batchelor

Moving out of the pandemic

Published our asset management strategy

Building new council homes

Working with tenant representatives

# Tenant satisfaction survey

The Council commissioned M.E.L. Research to survey tenants & leaseholders so that we can see what is going well and what not so well. All tenants and leaseholders were invited to take part. 37% (over 2000) of you took part either online or by post.



# Benchmarking with peer groups

Shows the councils' results when benchmarked against other housing associations within the council's peer group (based on size and location). We compare our results from the survey with the upper, median and lower quartile of organisations on a gauge.



# Tenant participation



# Your Rents

% rent arrears



2.05%

 Last year = 2.19%

 Target = 2%

Average social rent



£###

Last year = £105

Average affordable rent



£

Last year = £148



satisfied with the value for money provided by their rent



73%

satisfied



15%

neither satisfied  
nor dissatisfied



12%

dissatisfied

## Rents provide value for money

Shows the councils' results when benchmarked against other housing associations within the council's peer group (based on size and location).

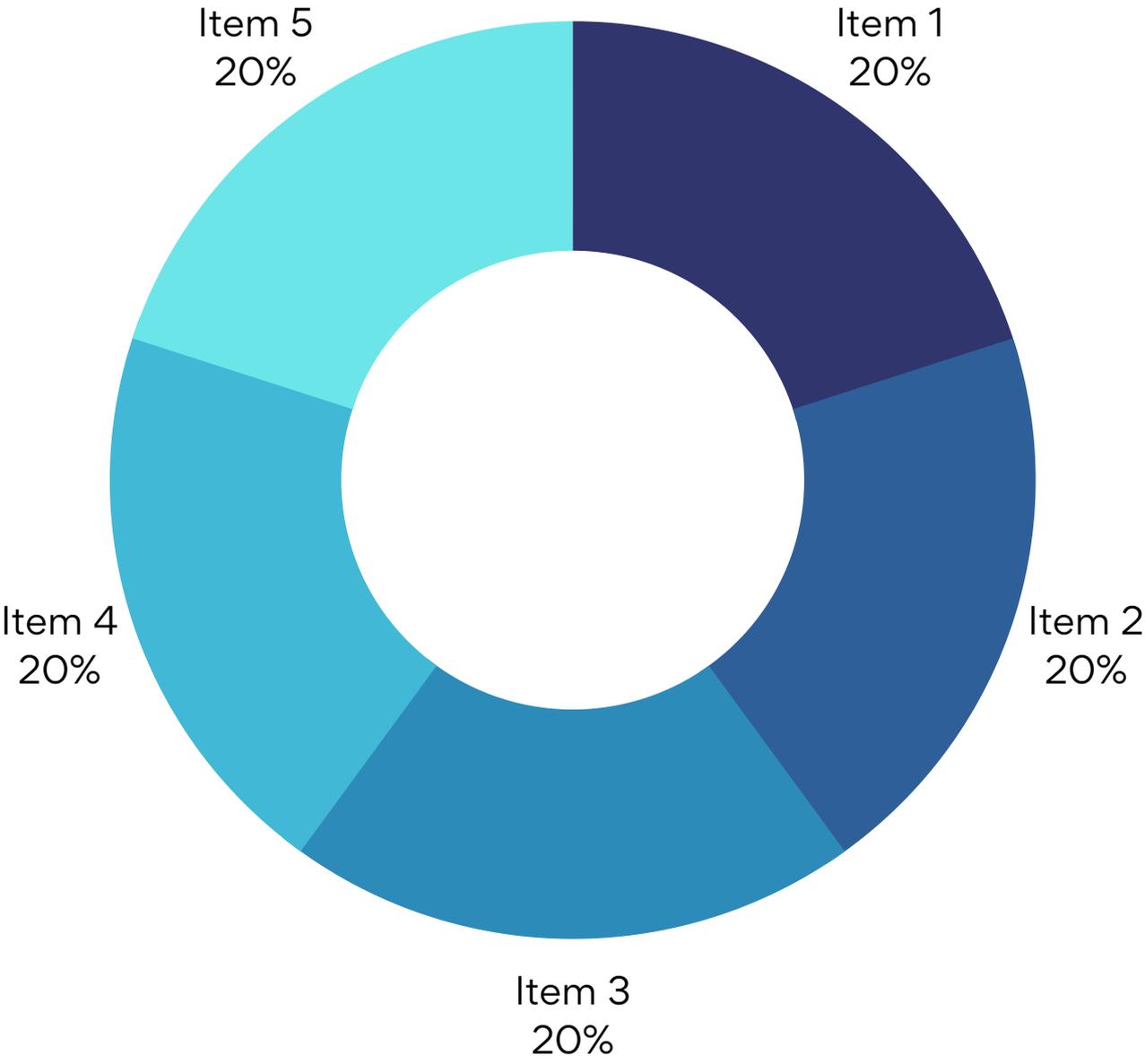
Median quartile  
87%

Upper quartile  
88%



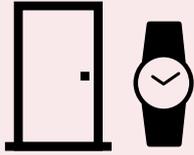
  
South  
Cambs 73%

# How we spend a weekly rent of £



# Repairs Service

Repairs appointments kept



96%

📅 Last year = 96%

🎯 Target = 96%

Emergency repairs attended to in 24 hours



97%

📅 Last year = 97%

🎯 Target = 98%

Fixed first time



%

📅 Last year = %

🎯 Target = %



satisfied with the way South Cambs deals with repairs



satisfied

neither satisfied nor dissatisfied

dissatisfied

## Repairs and maintenance overall

Shows the councils' results when benchmarked against other housing associations within the council's peer group (based on size and location).

Median quartile  
76%

Upper quartile  
82%



South Cambs  
68%



## New repairs contract

Following a rigorous selection process that tenants were involved in, Mears were successfully awarded our new repairs and maintenance contract, winning against some tough competition due to the strength of their bid.

The new contract arrangements look and feel very different and are designed to focus on providing a great customer experience.

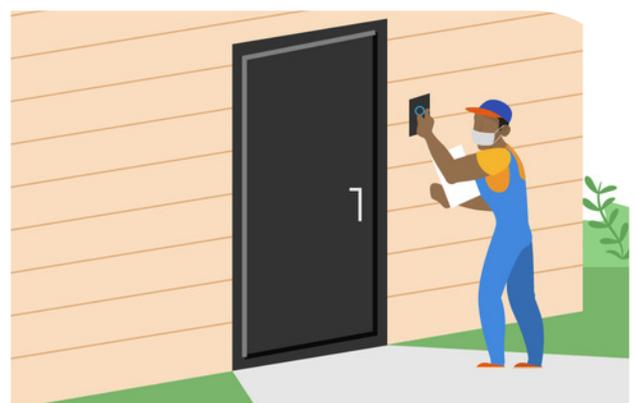
On a day-to-day basis, there are new ways of reporting your repairs as well as changes to how we check on the progress of repairs, including automated text confirmations and updates, as well as access to a live tracking system.

**Webpage to report repairs?**

**info on handyman service?**



Tenants were involved in the procurement process of renewing our repairs contract. They are also involved in the process of initiating the new contract and will be involved in reviewing their performance into the future.



# Maintenance of your homes

Window replacement

00

 Last year = 183

Boiler replacements

##

 Last year = 224

Fixed first time

%

 Last year = %

 Target = %



satisfied with the overall quality of your home



**77%**

satisfied



9%

neither satisfied  
nor dissatisfied



14%

dissatisfied

## Overall quality of your home

Shows the councils' results when benchmarked against other housing associations within the council's peer group (based on size and location).

Median quartile  
81%

Upper quartile  
84%



South Cambs  
77%



# Letting homes

Average days to re-let a home



40 days



Last year = 52 days



Target = 17 days

Satisfied with the re-let service



%



Last year = n/a



Target = 85%



satisfied with the overall quality of your home



77%

satisfied



9%

neither satisfied nor dissatisfied



14%

dissatisfied

## Home is safe and secure

Shows the councils' results when benchmarked against other housing associations within the council's peer group (based on size and location).

Upper quartile  
84%

Median quartile  
86%

South Cambs  
77%





Tenants are involved in a group that is looking at the way we re-let our council homes and how we can make improvements.

# Tenant Involvement

KPI

%

📅 Last year = %  
🎯 Target = %

KPI

%

📅 Last year = %  
🎯 Target = %

KPI

%

📅 Last year = %  
🎯 Target = %



Satisfied with the opportunities to make views known



60%  
satisfied

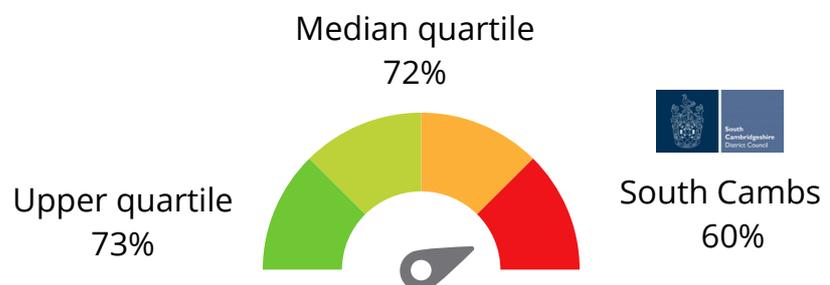
29%  
neither satisfied  
nor dissatisfied

11%  
dissatisfied



## Opportunities to make views known

Shows the councils' results when benchmarked against other housing associations within the council's peer group (based on size and location).





Find us on

**Facebook**

**@InSouthCambs**

# Neighbourhood issues

Cases as a % per property

%



Last year = 4.3%

Cases opened in the year

00



Last year = 232

Cases closed in the year

00



Last year = 171



Satisfied with their neighbourhood as a place to live



89%

satisfied



6%

neither satisfied  
nor dissatisfied



5%

dissatisfied



## Neighbourhood as a place to live

Shows the councils' results when benchmarked against other housing associations within the council's peer group (based on size and location).

Median quartile  
87%



South Cambs  
88%



Lower quartile  
85%

