

PERFORMANCE REPORT



↓ 87% ↓

Customer satisfaction with Yorkshire Housing
88% during 2015/16

"I was informed about everything and the lady I dealt with was marvellous"



↑ 35,991 ↑

Number of email and self service portal enquiries
24,083 during 2015/16

↓ 3% ↓

Lettings to disabled tenants
4% during 2015/16

→ 52 ←

Community projects funded
52 during 2015/16

"A massive thanks for your help. You do an amazing job and you're very understanding"



↑ 9% ↑

Lettings to black and minority ethnic tenant
8% during 2015/16

"What a fantastic service. I would have been lost without it"



↓ £1,257,039 ↓

Income generated for customers
£1,659,019 during 2015/16

↑ 213,685 ↑

Calls taken by the customer service centre
193,870 during 2015/16

↑ £18,321 ↑

Payments awarded from the tenant support fund
£12,785 during 2015/16

↓ 1,792 ↓

Number of homes let
1,930 during 2015/16

↓ 548 ↓

New kitchens fitted
728 during 2015/16

↓ 121 ↓

Customers supported into training
162 during 2015/16

"The workmen are lovely. They tidy up after themselves and there's no mess"



↓ £4,649,867 ↓

Repairs expenditure
£4,765,166 during 2015/16

↑ 500 ↑

New homes built
357 during 2015/16

"Both men were wonderful, kind and helpful, I give them 10 out of 10"



↑ £6,800,000 ↑

Social value – benefits to the community of the work we do
£2,300,000 during 2015/16

↑ 225 ↑

New bathrooms fitted
191 during 2015/16

→ 100% ←

Homes with a gas safety certificate
100% during 2015/16

↑ 499 ↑

Roofs replaced
257 during 2015/16

↓ 1,108 ↓

Cases of antisocial behaviour tackled
1,206 during 2015/16

↓ 26 ↓

Average days to let an empty home
27 during 2015/16

↓ 1,024 ↓

New boilers fitted
1,062 during 2015/16

"The team were marvellous, they did everything really quickly"



MAINTAINED PERFORMANCE

We have continued to perform well in many areas. We welcomed 1,956 new tenants and have built 500 more homes. We installed 1,797 new kitchens, bathrooms and gas boilers.

For two years, all our homes continue to have a gas safety certificate. We've successfully supported over 100 customers into employment and have helped many more improve their skills or start a business.

Our number one priority is keeping our tenants and their families safe. All our homes are covered by a valid gas safety certificate.

LOOKING TO THE FUTURE

Tomorrow's Yorkshire is our three year programme to review and improve how we work. We're looking to increase efficiency, become commercially stronger and to focus on the things that matter for customers.

We aim to provide the best possible services to customers and to put them at the heart of our organisation.

Send any questions about our performance report to involve@yorkshirehousing.co.uk

PERFORMANCE KEY

↑ INCREASE ↑

↓ DECREASE ↓

→ NO CHANGE ←