

PERFORMANCE REPORT

2018 – 2019

OUR HOMES

87%

SATISFACTION WITH YORKSHIRE HOUSING
(87% last year)

1,732

NUMBER OF HOMES LET
(1,646 last year)

313

NUMBER OF HOMES BUILT FOR SALE AND RENT
(297 last year)

96%

SATISFACTION WITH LETTINGS (FROM OFFER TO MOVING IN)
(96% last year)

We are building more homes every year to provide a housing option for a wide range of people. We want our customers to be happy in their homes, and to feel confident in their move to a Yorkshire Housing home.

REPAIRS & MAINTENANCE



£4.529M

BUDGET (EXCLUDING VOIDS)
(£4.671m last year)



£4.529M

SPENT ON REPAIRS
(£4.277m last year)



89%

SATISFACTION WITH REPAIRS
(89% last year)



38,773

DAY TO DAY REPAIRS CARRIED OUT
(39,055 last year)



100%

HOMES WITH GAS SAFETY CERTIFICATE
(100% last year)

Keeping our homes in a good state of repair and our customers safe is a priority. Repairing homes saves money in the long run, and makes sure our customers can live in a comfort. We've worked with customers to improve building and tenant safety information on our website.

ANTISOCIAL BEHAVIOUR



1,099

ANTISOCIAL BEHAVIOUR CASES SUCCESSFULLY TACKLED
(1,123 last year)

69%

SATISFACTION WITH CASE HANDLING
(80% last year)



Antisocial behaviour can make living situations difficult, and sometimes we need to intervene. We work with those experiencing antisocial behaviour to resolve cases, making sure our neighbourhoods are safe and thriving. We have worked with customers to review our antisocial behaviour policies to ensure they are fit for purpose.

COMPLAINTS



824

NUMBER OF COMPLAINTS
(789 last year)



1ST

COMPLAINT TYPE: LENGTH OF TIME TAKEN TO REPAIR



2ND

COMPLAINT TYPE: LACK OF COMMUNICATION



3RD

COMPLAINT TYPE: STAFF ATTITUDE



49%

COMPLAINTS UPHELD
(60% last year)



160

NUMBER OF COMPLIMENTS
(76 last year)

We try to provide the best possible service to our customers. Sometimes we get it wrong, and when that happens we want to work with our customers to resolve their complaints. Your feedback helps us put things right and learn from our mistakes. Complaints upheld means where Yorkshire Housing have not delivered a service in accordance with our policies and standards.