

# Annual Report 2019/20

This report looks at our performance from April 2019 to March 2020. It highlights the services we provide to our tenants and leaseholders on behalf of Solihull Council.

9,924



Tenants

1,249



Leaseholders

4,706



Garages

2,422



Households on the  
housing register

260



Employees

46



Homes sold through  
Right to Buy



## Providing homes

■ **220** Cases of preventing homelessness

■ **238** Cases of homelessness provided with a home

■ **281** Homeless acceptances

■ **2** Property acquired

■ **9** New build homes



## Managing homes

■ **700** Homes re-let

■ **23 days** Average time to re-let homes

■ **1,124** Tenants switching to Universal Credit

■ **59.94%** Satisfaction with antisocial behaviour case handling

■ **£1,767,107.38** Additional benefit awarded following help from our Money Advice Team

■ **1,329** Antisocial behaviour reported

■ **36** Evictions for arrears



# Looking after your home

- **38,031** Responsive repairs completed
- **15,487** Appointments made
- **98.73%** Repairs completed on time
- **98.44%** Appointments kept
- **8,982** Gas servicing completions
- **141** New heating systems fitted
- **21** Improvement works completed
- **1,628** Electrical checks
- **86.89%** Satisfaction with response repairs service



## Support services

- **1,596** Minor adaptations completed
- **260** Major adaptations completed
- **2,260** Wellbeing service users

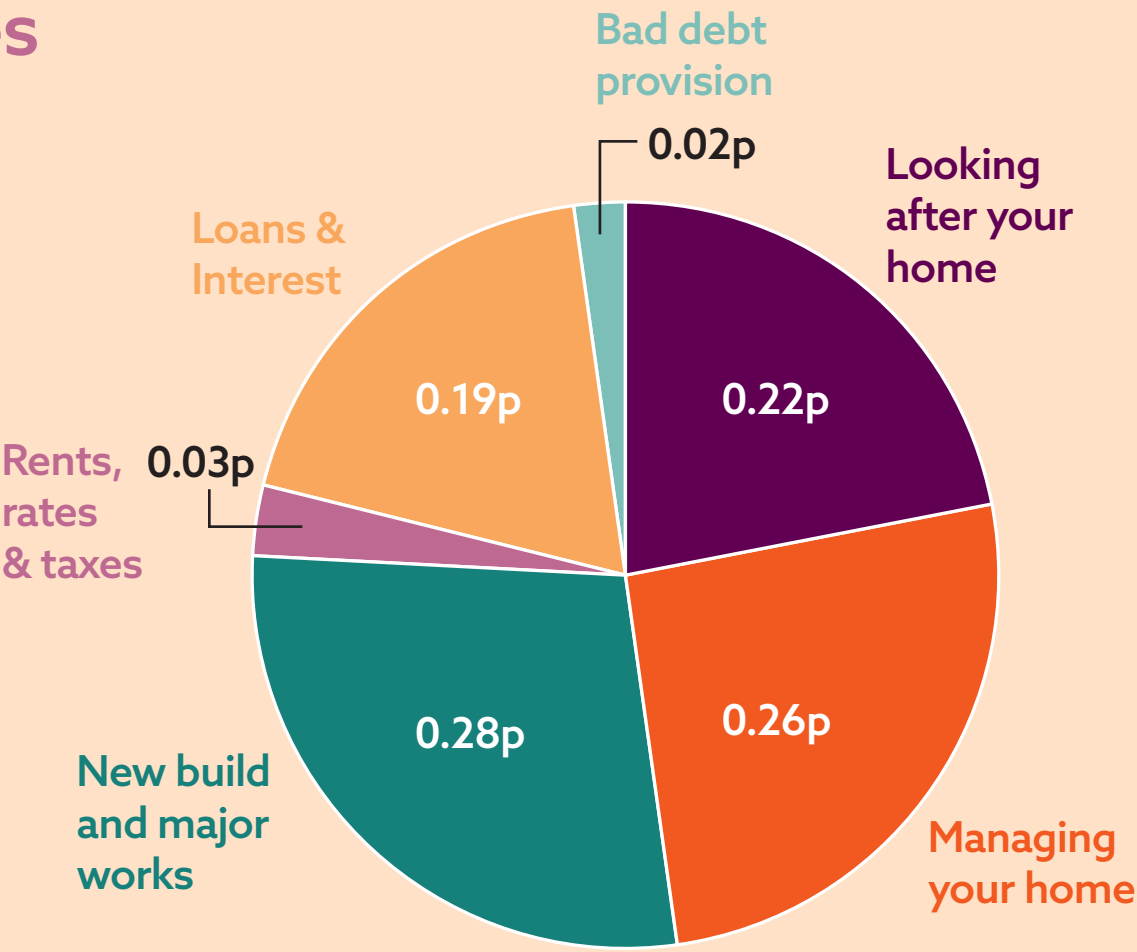
To view the report in full take a look at our brand new Annual Report animation video!

You can view this on our website and social media pages.

## Where your money goes

- Looking after your home **£9,325,000**
- Managing your home **£10,990,000**
- New build and major works **£11,815,000**
- Rent, rates and taxes **£1,283,000**
- Loans and interest **£8,285,000**
- Bad debt provision **£668,000**

Total spend = £42,366,000



## Keeping in touch

- 👍 **347** Compliments received
- 👎 **335** Complaints received
- 🤝 **95%** Complaints resolved at stage one
- 👤 **148,612** Calls received
- 🗣️ **87.53%** Calls answered
- 👩 **541** Councillor enquiries received