



# Annual Report 2024/25

This report looks at our performance from April 2024 to March 2025. It highlights the services we provide to our tenants and leaseholders on behalf of Solihull Council.

## Getting the basics right

**9,763**

Properties



**9,551**

Tenants



**4,627**

Garages



**3,416**

Households on the Housing Register



**1,305**

Number of leaseholders



**292**

Employees



**485**

Homes re-let



**60.03**

days average re-let time



**42.75**

Number of stage 1 complaints received per 1000 homes\*



**5.39**

Number of stage 2 complaints received per 1000 homes\*



**73.57%**

Stage 1 complaints resolved within Housing Ombudsman's Complaint Handling Code timescales\*



**83%**

Stage 2 complaints resolved within Housing Ombudsman's Complaint Handling Code timescales\*



**111,689**

Number of calls received at Contact Centre



**90,062**

Number of calls answered at Contact Centre



**85.69%**

Overall satisfaction with services provided by SCH (transactional)



**92%**

Satisfaction from new tenants



**78%**

Satisfaction with Contact Centre service



**35%**

Satisfaction with complaints handling



**77%**

Overall satisfaction with services provided by SCH\*



**67%**

Satisfaction that SCH listens to you and acts upon your views\*



**77%**

Satisfaction that SCH keeps you informed about things that matter to you\*



**84%**

Satisfaction that SCH treats you fairly and with respect\*



**38%**

Satisfaction with SCH's approach to handling complaints\*



**81%**

Satisfaction that SCH is easy to deal with



Our Annual Report shows how we are meeting our Delivery Plan objectives. It also includes the Tenant Satisfaction Measures (indicated by \*). These are set out by the Regulator of Social Housing to assess how well landlords are doing in providing good quality homes and services.

We report on our performance against these on a monthly basis, and also return to the Regulator annually. This data is used to identify areas of service improvement, particularly considering customer feedback.

## Providing safe homes

Number of electric checks:

**1,274**

Proportion of homes for which all required gas safety checks have been carried out:

**99.9%\***

Proportion of homes for which all required fire risk assessments have been carried out:

**100%\***

Number of Wellbeing Service users:

**1,786**

Proportion of homes for which all required communal passenger lift safety checks have been carried out:

**100%\***

Proportion of homes for which all required asbestos management surveys have been carried out:

**100%\***

Satisfaction that SCH provides information on Building Safety and tenant responsibilities:

**84.53%**

Satisfaction that SCH provides a home that is safe:

**80.07%\***

Proportion of homes for which all required legionella risk assessments have been carried out:

**100%\***

Satisfaction with Safer Homes service:

**95.54%**



## Supporting people to live well



Number of households approaching as homeless:

**2,981**

Satisfaction with Housing Options service:

**61.48%**

Satisfaction with Money Advice service:

**100%**

Number of households placed in Temporary Accommodation:

**566**

Percentage of homeless approaches where prevention or relief achieved:

**49.06%**

Satisfaction with Aids and Adaptations service:

**95.28%**

Satisfaction with Wellbeing service:

**93.55%**

Money Advice Team referrals:

**785**

Number of minor adaptations:

**1,681**

Number of major adaptations:

**434**



## Investing in new and existing homes

**31**

Properties lost to Right to Buy



**43**

Number of property acquisitions



**1.86%**

Percentage of homes which do not meet decent homes standard\*



**81.61%**

Percentage of non-emergency repairs completed within target timescales\*



**91.83%**

Percentage of emergency repairs completed within target timescales\*



**35,807**

Number of repairs completed



**44,350**

Number of appointments made



**32,886**

Number of appointments kept



**3,028**

Stock condition surveys completed



**C**

Average EPC of properties



**474**

Number of properties receiving energy efficiency improvements



**93.58%**

Satisfaction with repairs



**74.1%**

Satisfaction that the home is well maintained\*



**77.9%**

Satisfaction with repairs completed in the last 12 months\*



**80.17%**

Time taken to complete the last repair\*



**76.92%**

Satisfaction with quality of home



**75.27%**

Satisfaction with the repairs and maintenance overall service



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# Delivering our neighbourhoods



Number of new ASB cases reported (public and private):

**223**

Number of ASB cases which involve hate incidents opened per 1000 homes:

**0.41\***

Satisfaction that SCH keeps communal areas clean and well maintained:

**66.67%\***

Satisfaction that SCH makes a positive contribution to neighbourhood:

**74.74%\***

Number of ASB cases opened per 1000 homes:

**22.7\***

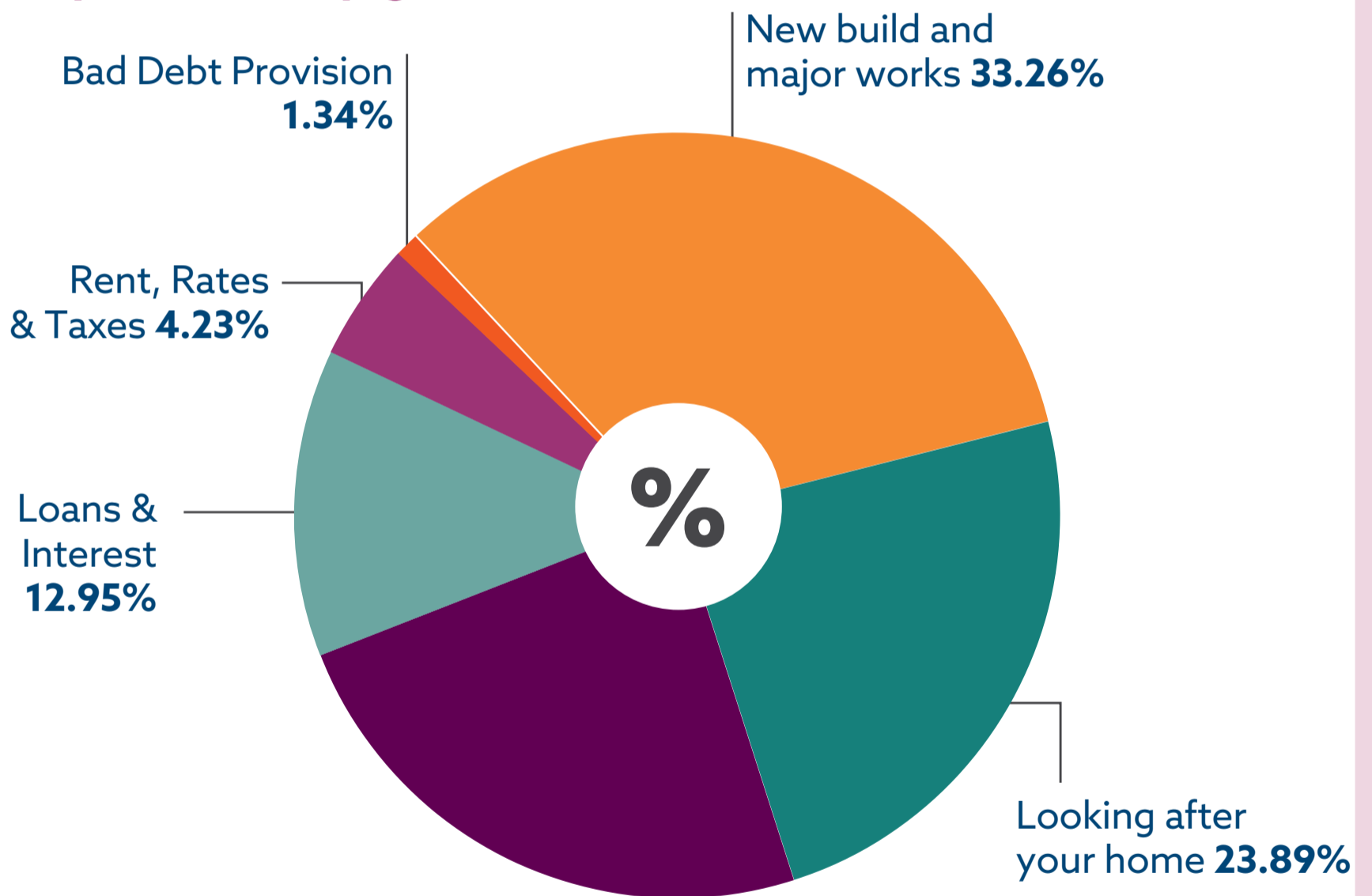
Satisfaction with SCH's approach to handling ASB:

**61.32%\***

Evictions:

**22**

## Where your money goes



<b>New build and Major works:</b>	<b>£18,957,000</b>
<b>Looking after your home:</b>	<b>£13,617,000</b>
<b>Managing your home:</b>	<b>£13,869,000</b>
<b>Rent, Rates &amp; Taxes:</b>	<b>£2,413,000</b>
<b>Bad Debt Provision:</b>	<b>£762,000</b>
<b>Loans &amp; Interest:</b>	<b>£7,380,000</b>
<b>Total spend:</b>	<b>£56,998,000</b>

