



Annual Report 2021/22

This report looks at our performance from April 2021 to March 2022. It highlights the services we provide to our tenants and leaseholders on behalf of Solihull Council.

Round-up of the year

9,720

Tenants



1,274

Leaseholders



4,644

Garages



2,625

Households
on the housing
register



280

Employees



53

Homes lost
through
Right to Buy



Providing homes

505

Cases of preventing
homelessness

245

Homeless acceptances

22

New build homes

151

Cases of homelessness
provided with a home

10

Properties acquired



Managing homes

734

Homes re-let

36 days

Average time
to re-let homes

97.95%

Rent collected

5

Evictions for arrears

851

Tenants switching
to Universal Credit

420

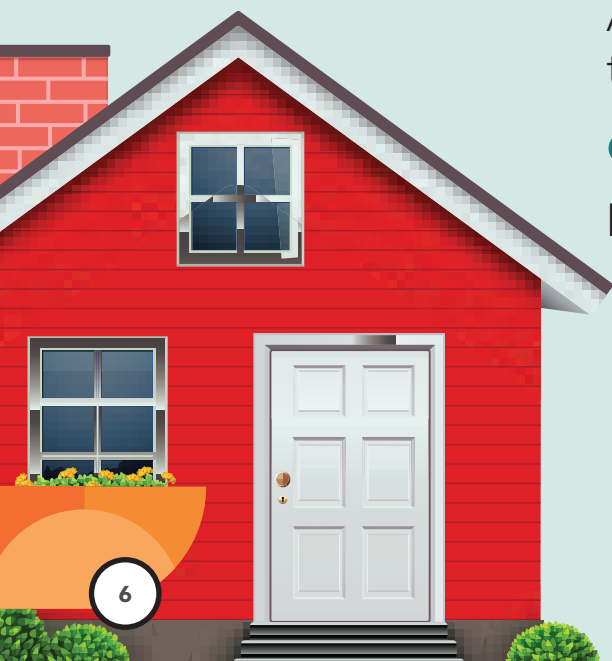
Antisocial behaviour
reports

69.23%

Satisfaction with
antisocial behaviour
case handling

£1,110,861.93

Additional benefit
awarded following
help from our Money
Advice Team



Looking after your home



34,399
Responsive repairs completed

13,543
Appointments made

99.14%
Repairs completed on time

98.99%
Appointments kept

9,097
Gas servicing completions

139
New heating systems fitted

330
Homes receiving improvement works

2,056
Electrical checks

90.01%
Satisfaction with response repairs service

Support services



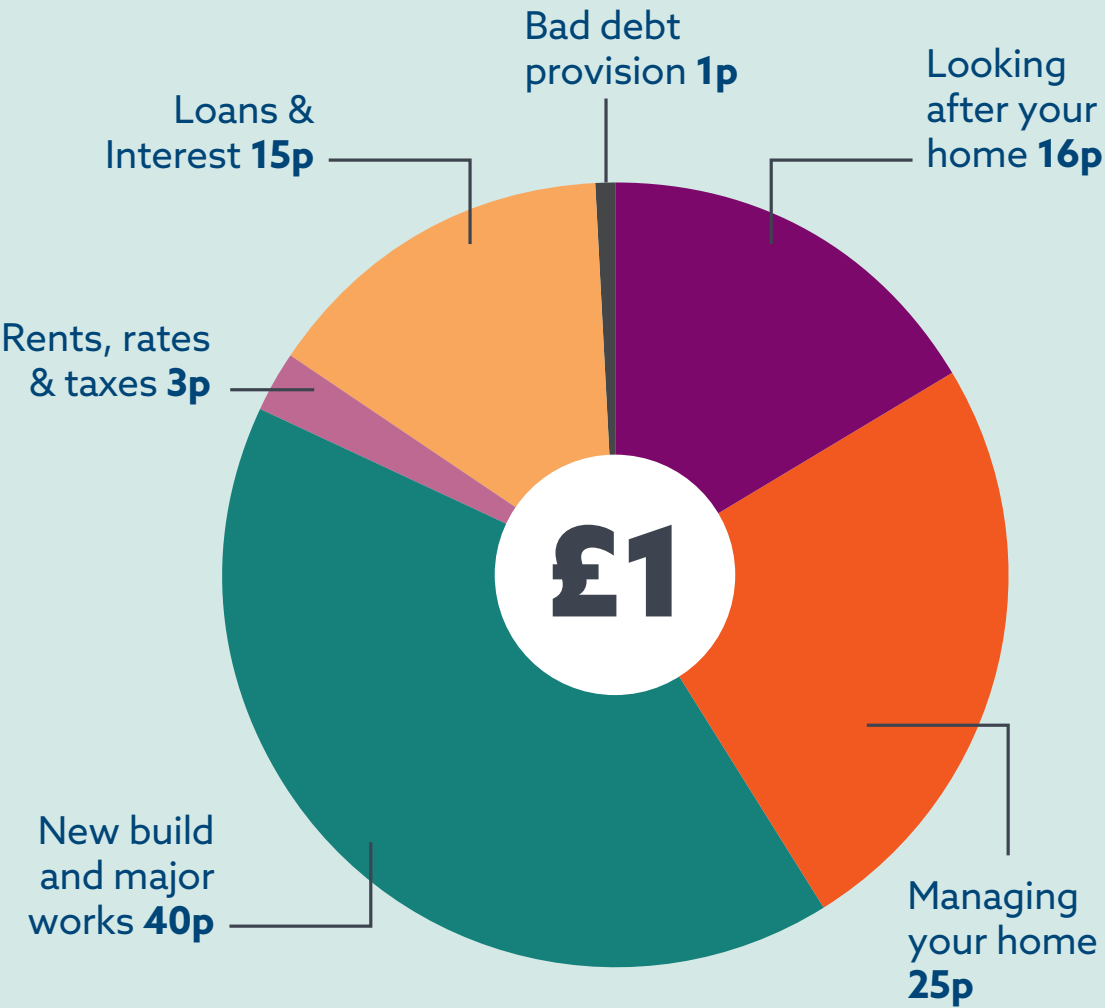
1,253
Minor adaptations completed

213
Major adaptations completed

1,988
Wellbeing service users

Where your money goes

Looking after your home	£8,754,000
Managing your home	£13,125,000
New build and major works	£21,568,000
Rents, rates & taxes	£1,404,000
Loans & Interest	£7,790,000
Bad debt provision	£298,000



Total spend
£52,939,000



Keeping in touch

142

Compliments received



470

Complaints received



774

Councillor enquiries received



98.57%

Complaints resolved at stage one



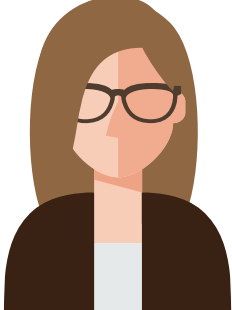
135,505

Calls received



81.00%

Calls answered



Satisfaction STAR survey

We phone you at random throughout the year to ask you questions about your home, neighbourhood, and the services we provide. Here are the results from your feedback.



■ Take a look at our animated Annual report video for more information. You can view this on our website and social media pages.

