



Annual Report 2022/23

This report looks at our performance from April 2022 to March 2023. It highlights the services we provide to our tenants and leaseholders on behalf of Solihull Council.

Round-up of the year

9,902

Properties



9,703

Tenants



1,288

Leaseholders



4,630

Garages



2,829

Households
on the
housing
register



268

Employees



50

Homes
lost through
Right to
Buy



10

Shared ownership
properties
sold



Providing homes

58

Properties acquired

1,006

Households helped
through prevention
or relief from
homelessness

2,708

Number of homeless
approaches

1,246

Number of accepted
homelessness duties



Managing homes

585

Homes re-let

26 days

Average time
to re-let homes

£45,404,771.50

Rent collected

70.91%

Satisfaction with
antisocial behaviour
case handling

£ 1,994,022.61

Additional benefit
awarded following
help from our Money
Advice Team

26

Evictions for arrears

356

New Antisocial
behaviour cases
reported



Looking after your home



36,212
Repairs completed

15,285
Appointments made

98.33%
Repairs completed on time

97.13%
Appointments kept

8,936
Gas servicing completions

153
New heating systems fitted

320
Properties receiving energy efficiency improvements

2,198
Electrical checks

92.84%
Satisfaction with responsive repairs service

C Average
Energy Performance Certificate of properties

Support services



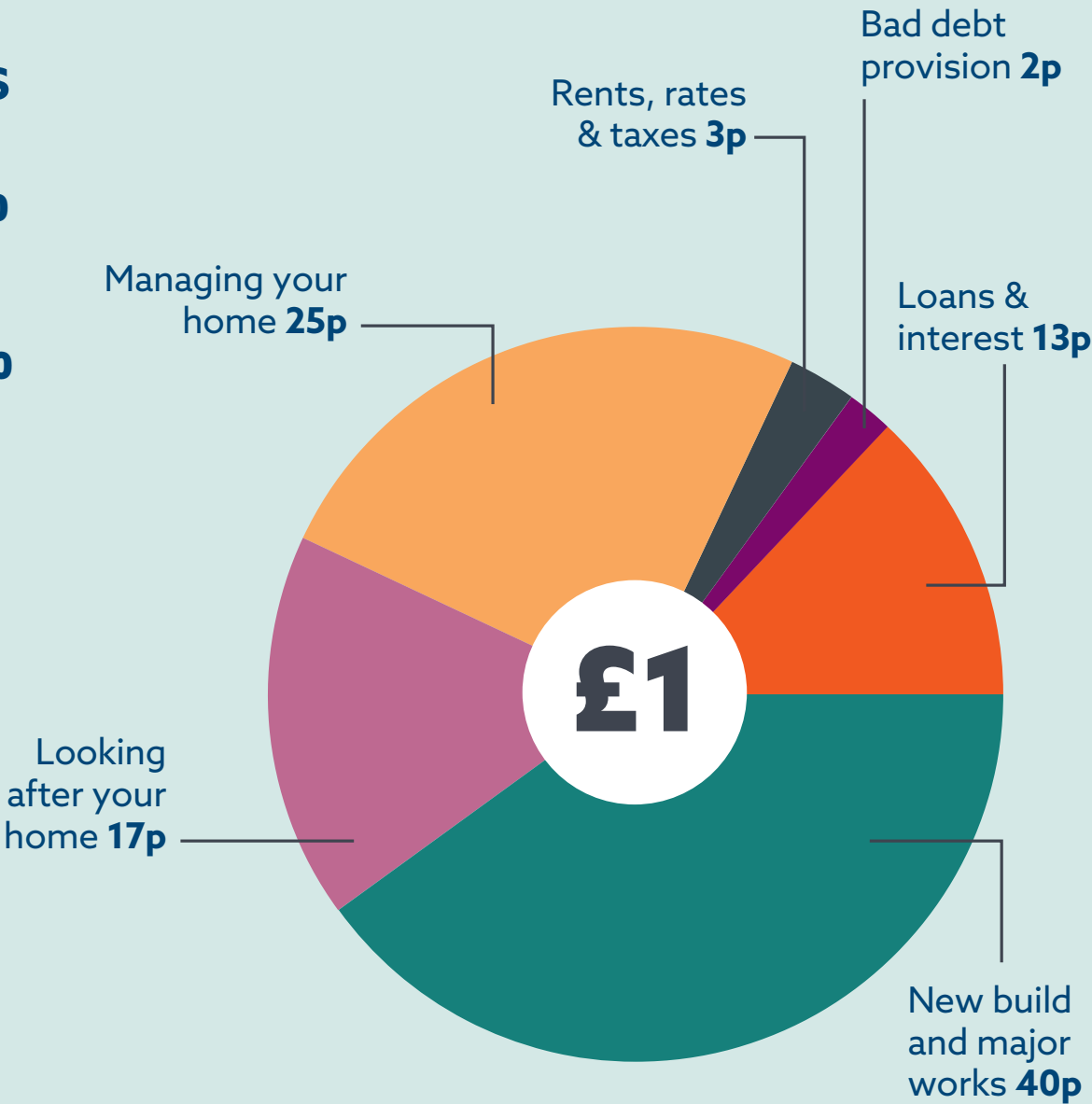
1,714
Minor adaptations completed

268
Major adaptations completed

1,895
Wellbeing service users

Where your money goes

New build and major works	£21,787,000
Looking after your home	£9,189,000
Managing your home	£13,809,000
Rents, rates & taxes	£1,469,000
Bad debt provision	£846,000
Loans & Interest	£7,095,000



Total spend
£54,195,000



Keeping in touch

286

Compliments received



364

Complaints received



742

Councillor/MP enquiries received



97.84%

Complaints resolved at stage one



122,285

Calls received



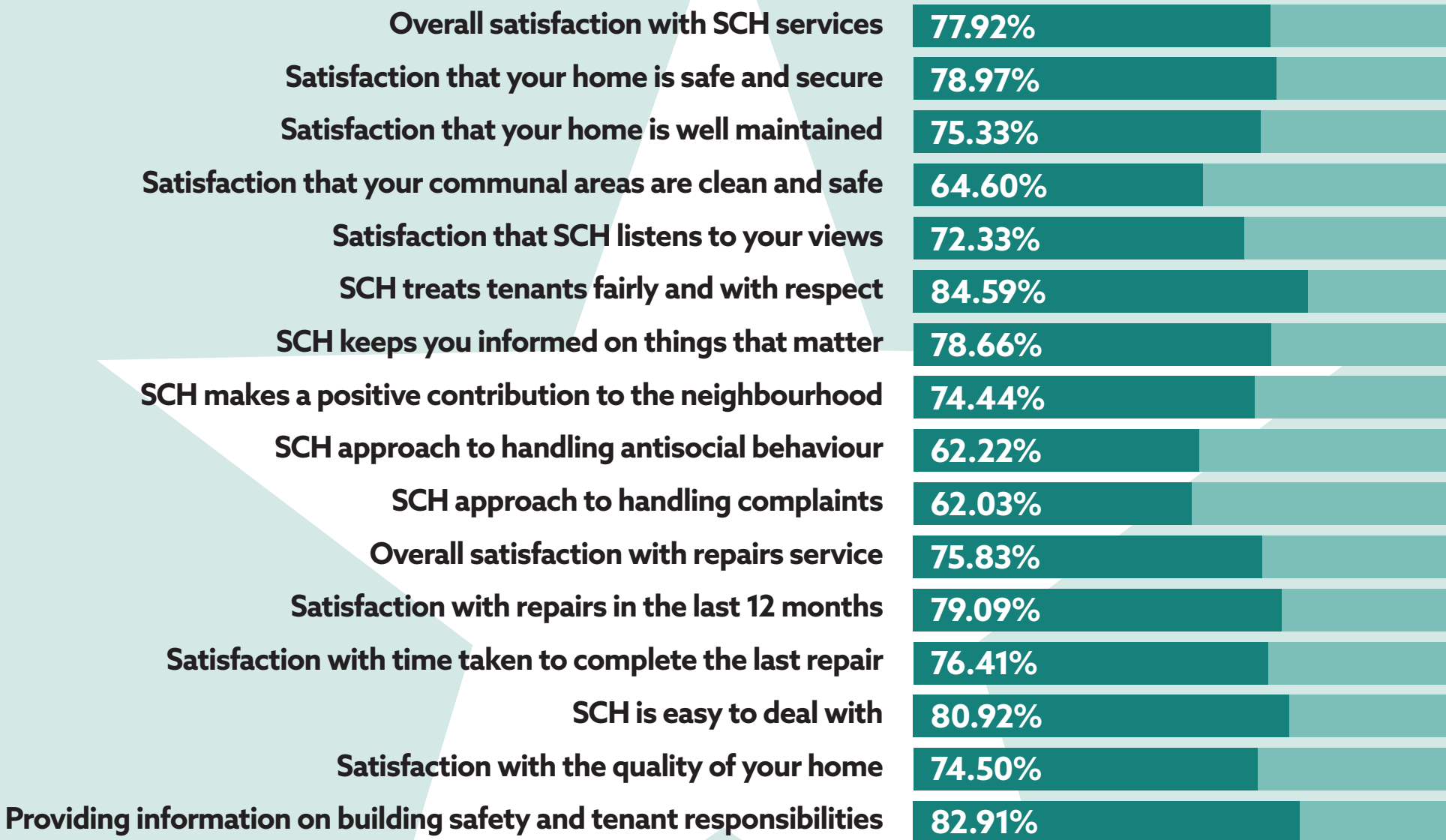
83.89%

Calls answered



Resident satisfaction survey

We phone a sample of residents on a quarterly basis 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.

