

Our value for money

2016

Bromford.

Last year

90,000 repairs completed – our repairs cost per home was **£338, down 23%**

We checked over **20,000** heating systems to ensure our homes are safe - 86% of customers would recommend our gas service, previously 72%

We spent **£21m on improving the quality of our homes** and communities - of customers would recommend our home improvement service, previously 74%

Our affordable warmth programme has reduced our homes with an EPC rating of E, F or G to 4.6%

We **sold 43 homes due to their condition or sustainability for £6.5m** – all of which will be reinvested in new homes.

The right home for every customer

What's next

We've approved a 5 year existing homes plan to **invest £138m in improving our homes**

We plan to **sell another 585 unsuitable homes over the next 5 years**, which together with customers buying their own homes will **generate cash of £104m** to reinvest in new homes

Our affordable warmth programme will help us ensure all our homes have a EPC rating of D or above within two years

Average time to relet a home may increase slightly as we take the time to match the right home to the customer.

The future is all about our localities plan, this will bring big changes in the way services are delivered to customers

Neighbourhood coaches will have a patch size of c175 homes to build a relationship with each customer, helping them weather a challenging future Embedding a coaching approach will help encourage customers to do more for themselves and each other.

By year 5 our Investment in these new services will have paid for itself – with £5.5m of operating cost savings and £2.9m of extra income collected – plus we will generate significant social value

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The right relationship with each customer

We completed our service offer pilots, including services aimed at helping customers to start their tenancy well, receive great money advice, get help into training and employment, develop positive social networks and build resilience. **283 customers** received the new services in Lichfield. The outcomes were very positive and we have used the learning to develop services that we can roll out widely across Bromford

We shortened the **time to resolve complaints** by an average of **7 days**. Of **323 complaints** we received in the year, 91% were successfully resolved at the informal stage.

Investing in our homes and customers

Last year, we **invested £50m in new homes, £22m in existing homes and £2m in new services** for customers.

Over the next five years, we plan to **invest £352m in new homes**, £138m in existing homes and £27m in new services for customers

We will continue work to enhance our financial strength and get our organisation into the best shape possible so we can deliver our objectives to benefit all our customers

We will consider opportunities to invest in projects or initiatives other than housing, which could help our customers to unlock their potential.