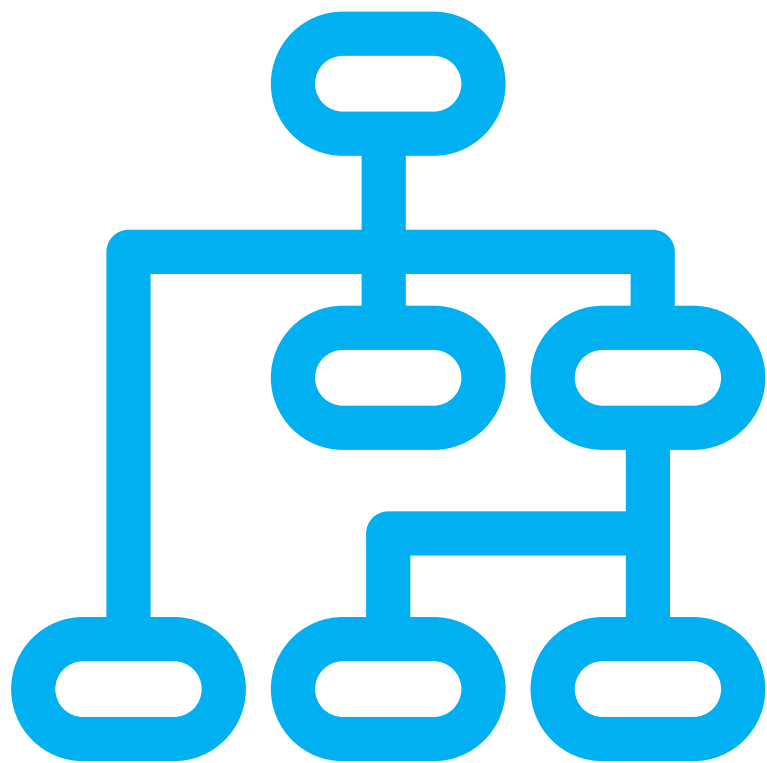


The year in numbers



Area	People
CEO	1
Finance	3
Housing	5
Maintenance & Safety	12
Systems & Comms	1
Total	22



We've let **17** new homes, re-let **25** existing homes and sold **1** new home for shared ownership.

We built a total of 18 new homes for rent.



91% of tenants were happy with their new home.

This is based on a 92% response rate.



We've taken robust action to keep our communities safe and evicted **3** tenants for serious anti-social behaviour and drug dealing.

We haven't evicted someone for rent arrears since 2016.

	Tenants	Total	Average	%
UC (existing)	111 (43%)	£42,056	£379	3.0%
UC (COVID)	73 (52%)	£33,334	£457	4.5%
Other	88 (25%)	£29,716	£338	1.6%
Overall	272 (36%)	£105,106	£386	2.6%



We've worked with 29 tenants and helped them claim over **£31,166** in Discretionary Housing Payments (DHPs), back-dated benefits and grants.

In total, 487 tenants are in credit by £125,142.



We've completed **1,118** day to day repairs in **497** homes.

Our suppliers have completed a further **793** day to day repairs in **427** homes.

In total, that's 1,911 day to day repairs in 606 homes.

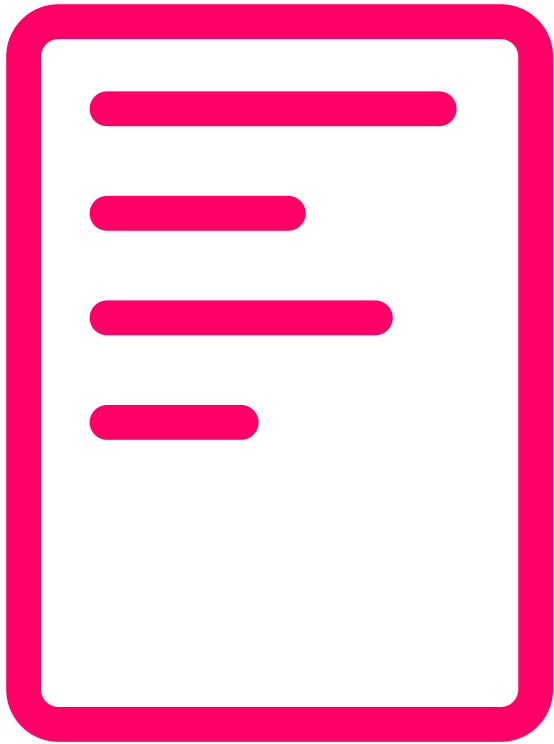


96% of tenants were happy with their most recent repair.

This is based on a 43% response rate.



Check	No
Asbestos	182
Electrical installation	153
Fire Risk Assessment	13
Gas boiler	646
Oil boiler	32
Total	1,026



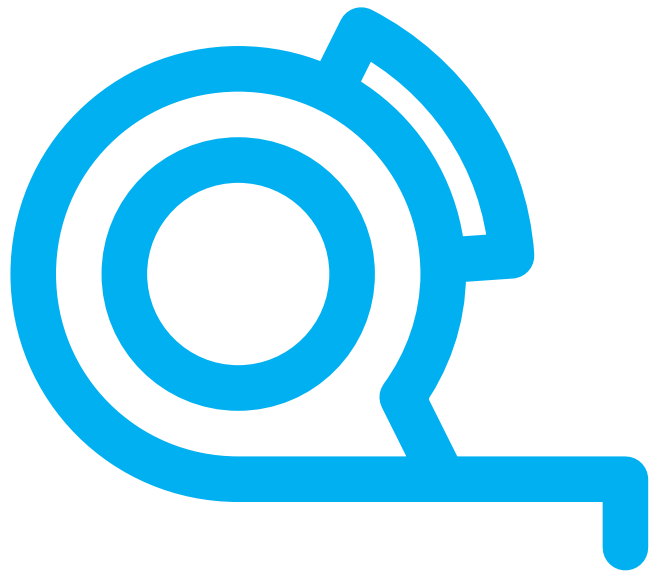
We've received, checked and paid **5,893** invoices.



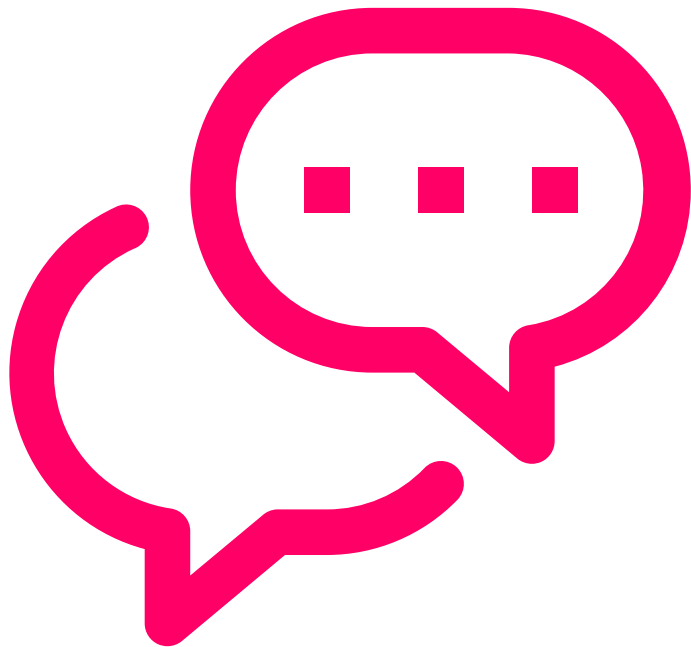
We received a total of **38** complaints and **27** reports of anti-social behaviour.



We've had **11** Community Chats
(including this one).



Altering your home



- You contact your **Local Authority** to confirm if you need planning permission
 - They'll need to confirm if you *don't* need permission
- You consult your **neighbours**
- You employ a **competent person/contractor** to complete the work safely



- You provide SHAL with the name of the person(s)/contractor before the work starts
- You employ our approved **electric and gas** contractors if any electrical or gas work is involved



- Inform SHAL immediately of any **changes** to your plans before you proceed
- Any **damage** to the property caused by you, or the person(s) chosen to complete this work on your behalf, will be rectified by SHAL.
 - You will pay the full cost of the work needed to do this to SHAL



- You notify SHAL when you have **completed** the work, send photos of the completed work and arrange a date and time for SHAL to inspect the work.
- All **future maintenance** of the addition/modification will be your responsibility for the remainder of your tenancy.



- All work is to be completed to the **standard** acceptable to SHAL
- If the standard is not acceptable, or deemed **unsafe** when inspected, SHAL will request you return the property to its original state



- If you leave the property, we may ask you to return the property in its **original state** at your own expense and make good any damage caused



- Work cannot start until we've received **signed confirmation** and the supporting evidence/confirmation requested