

YEAR IN NUMBERS

BHA's performance for Apr 2023 till Mar 2024

CUSTOMER SATISFACTION



61.3 % satisfied with the quality of their home



70.7 % feel their rent is good value for money



77.4 % feel they're kept informed of services and decisions



71.8 % satisfied with BHA's contribution to the management of their neighbourhood



68.5 % satisfied with opportunities to participate in BHA's decision-making process



69.1 % satisfied with Repairs service



91.7 % satisfied with standard of home when moving in



82 % satisfied with These Homes experience

CUSTOMER SATISFACTION

CUSTOMER EXPERIENCE & ENGAGEMENT



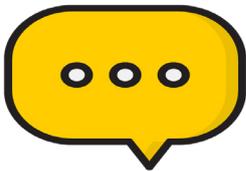
14,335 calls received



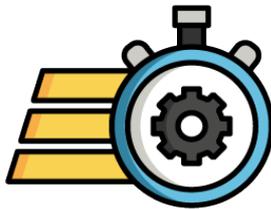
95.5 % customer calls answered



87 % customers calls answered within 30 secs



162 complaints received



89.5 % complaints responded to within timescale



52 compliments received



26 customers participated in Customer Voice Group

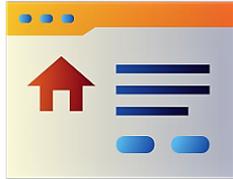


589 Customer Connect visits



30,063 Alertacall 'OK Each Day' contacts

NEIGHBOURHOOD SERVICES



86.2 average applications per property



166 number of homes allocated



26.8 days to re-let homes



31.3 % allocation to homelessness



5.3 % gross rent arrears



0.6 % void loss as a % of rent due

REPAIRS & MAINTENANCE



6,844

Repairs completed



3.3 hours
to complete
Emergency repairs



9.8 days
to complete
Non-emergency repairs



83.5 %
repairs
'Right First Time'



556

Pre inspections



527

Post inspections



145

Damp & Mould inspections



455

Damp & Mould works instructed

SOCIAL INNOVATION

92.2 % tenancies sustained for the first year



110 Befriendees



£785,208
total income maximised for customers

605 Fuel Bank vouchers disbursed



85 customers supported

£31,960
Fuel poverty payments disbursed

