

# FY 2024/25 IN NUMBERS

BHA's performance for Apr 2024 till Mar 2025

## CUSTOMER SATISFACTION



**67.4 %** satisfied with the quality of their home



**71.3 %** feel their rent is good value for money



**75.1 %** feel they're kept informed of services and decisions



**72.9 %** satisfied with BHA's contribution to the management of their neighbourhood



**66.9 %** satisfied with opportunities to participate in BHA's decision-making process



**71.8 %** satisfied with Repairs service



**83.8 %** satisfied with standard of home when moving in



**84 %** satisfied with These Homes experience

CUSTOMER SATISFACTION

# CUSTOMER EXPERIENCE & ENGAGEMENT



**14,014** calls received



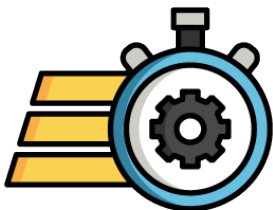
**94.6 %** customer calls answered



**93.3 %** customers calls answered within 30 secs



**173** complaints received



**86 %** complaints responded to within timescale



**68** compliments received



**50** customers participated in Customer Voice Group



**1,294** Customer Connect visits



**31,345** Alertacall 'OK Each Day' contacts

## NEIGHBOURHOOD SERVICES



**96** average applications per property



**153** number of homes allocated



**30.1** days to re-let homes



**31.4** % allocation to homelessness



**4.8** % gross rent arrears



**0.6** % void loss as a % of rent due

## REPAIRS & MAINTENANCE



**7,600**

**Repairs completed**



**3.2 hours**  
**to complete**  
**Emergency repairs**



**7.2 days**  
**to complete**  
**Non-emergency**  
**repairs**



**87.2 %**  
**repairs**  
**'Right First Time'**



**762**

**Pre inspections**



**675**

**Post inspections**



**161**

**Damp & Mould**  
**inspections**



**290**

**Damp & Mould works**  
**instructed**

## SOCIAL INNOVATION

**90.3 %** tenancies sustained for the first year



**122** Befriendees

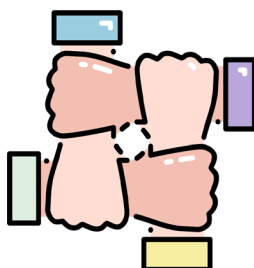


**£650,644**  
total income maximised for customers

**300** Fuel Bank vouchers disbursed



**28** customers supported through fuel poverty payments



**£11,068**  
Fuel poverty payments disbursed