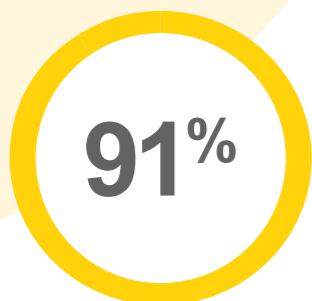


Hastoe's 2018-19 annual report to tenants



Providing a snapshot of our performance between 1 April 2018 and 31 March 2019

Customer service and satisfaction



of all calls answered

We answered **37,712 calls** over the year. This is over **1,000 more** calls than the 36,308 we answered in 2017-18



satisfaction with how calls were handled

Every tenant surveyed was happy with how their call was handled. This is higher than our **94% target** and the 94% we achieved in 2017-18

MyHastoe portal registrations

Following the introduction of our new online portal in August 2018, 767 residents had registered on MyHastoe by 31 March 2019.



Complaints

Complaints received by service area	2018-19	2017-18
Repairs and maintenance	31	30
Managing Hastoe homes	9	16

Our homes



At 31 March 2019, we owned and managed **7,630 homes** across the south of England, including **4,153 for social and affordable rent**.

Re-lets



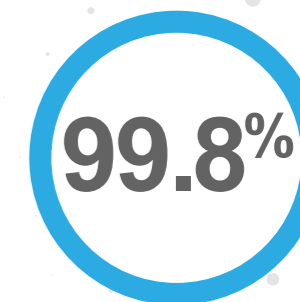
vacant homes were re-let

This is 19 more homes than the 178 we re-let in 2017-18



to re-let a vacant home

This is longer than our target of 16 days and the 16 days we achieved in 2017-18



rental occupation

At 31 March 2019, 99.8% of our rented homes were occupied by tenants

Rent

We collected a total of **£23,758,000** in rent and service charges from tenants.



arrears owed by current tenants

This is 2.9% against our target of 2.6%



tenants were evicted for rent arrears



tenants were supported by our Money Matters Advisors

New homes

We completed **40 homes** and began building 41 more.





Repairs and maintenance

Safety and quality

We spent **£7million** on works to our existing homes.

At 31 March 2019:



of homes had a valid gas safety certificate



of our blocks of flats had a current fire risk assessment



of properties met the Decent Homes Standard

Repairs performance

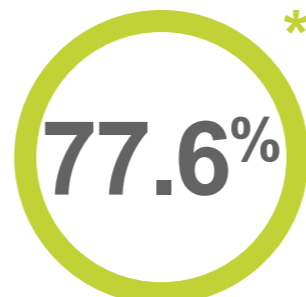
We completed more than **8,000 responsive repairs**, including over 1,000 emergency repairs and 7,000 routine repairs.



of emergency repairs were completed within 24 hours



of routine repairs were completed within 10 – 28 days



of residents were satisfied with their repair

This is lower than our 84% target and the 81% we achieved in 2017-18

Based on feedback from residents, we recognise that we still have improvements to make to the repairs services provided by us and our contractors. This is a priority for us, and we are continuing to work on improving our repairs services.



Value for money

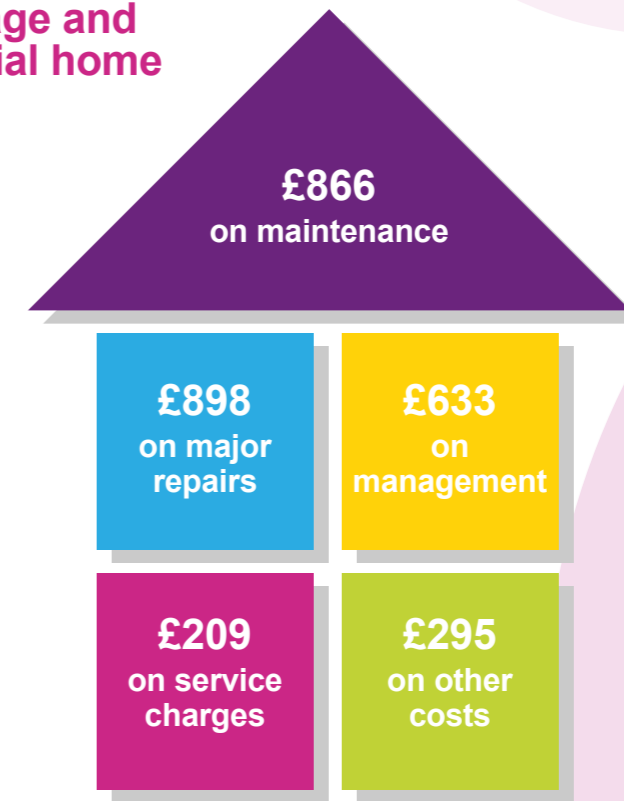
For us, value for money means achieving our ambitions in a cost effective way, delivering a good service and being efficient. We are charitable so any surplus we make is reinvested back into our homes, the services we offer and building new homes.

How we spent each pound of rent you paid

- 6p – Reinvested
- 15p – Housing management
- 45p – Financing costs
- 14p – Routine repairs
- 20p – Planned maintenance



It cost us an average of **£2,901** to manage and maintain a social home



*As we implemented a new housing management system in summer 2018, figures shown with an asterisk are based on only part of the year. Full results for 2019-20 will be available in the next annual report.