

# ANNUAL REPORT 2019/20 ... *in numbers*

Here's our annual report which gives information on how we performed during the financial year 1 April 2019 to 31 March 2020. We hope this information is useful in terms of understanding key costs and our performance. If you've any queries or comments you'd like to make about this report, please get in touch with us on (01229) 876523 or email: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk).

## Responsive Repairs

 **£1,002,512** spent on responsive repair work:

-  1422 were emergencies
-  1851 were urgent
-  2357 were routine



**£99.20** average cost of responsive repair



**£432.16** average cost of major repairs

**£3382.80** average cost of a void repair



## Planned Maintenance Works

**£1,760,490** spent carrying out major improvements to 1438 properties:



225 central heating



615 painting



116 rewires



148 roofs



263 windows



71 roofs



**100%** properties meet Decent Homes Standard



## Rents

**£80.68** average weekly rent

**£433,364** current tenant arrears

**11** tenants evicted for rent arrears



## Tenancy & Estate

**1448** people on Cumbria Choice register

224 homes were re-let

60.4% properties accepted on first offer

20 houses sold under Right to Buy Scheme

2,536 properties managed by Housing Service



## Your Home

### Gas Safety Checks

100% properties have valid gas certificates

17 warrants obtained to gain access to properties to carry out gas servicing where tenants refused access

**£340** spent on warrants

**£20** per warrant



### Aids & Adaptations

**£158,896** spent on adaptations

121 aids/adaptations completed

100% customer satisfaction



## Neighbourhood

1 report of Hate Crime (disability)

Complaints	Stage 1	Stage 2	Stage 3
Upheld	2		
Not upheld	2		
Partly upheld	1		
Rejected/withdrawn	2		
Total	5		