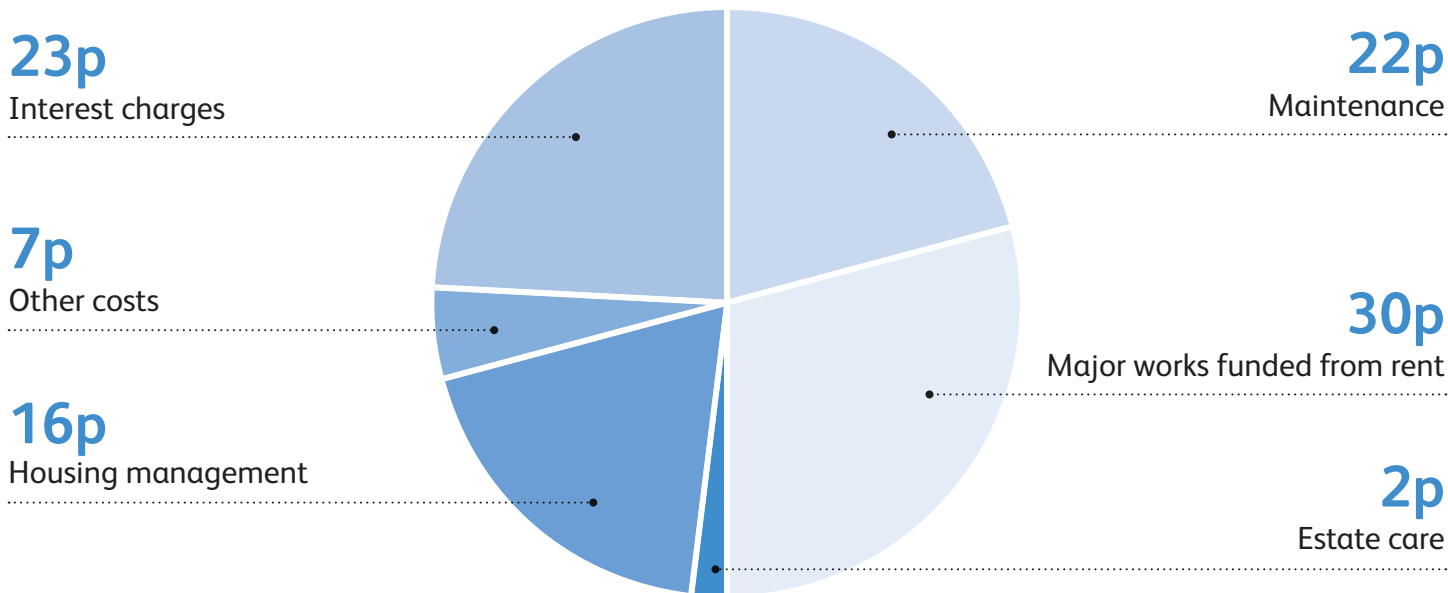


1. How we spent your rent

For each **£1** we spent, the breakdown was as follows:



2. REPAIRS

Breakdown of repairs figures for 1/4/2015 to 31/3/2016

Day to day repairs - Total number of jobs



SATISFACTION SURVEYS

Borough Housing Repairs team 'How we completed your repair'

735 surveys sent
232 returned (31%)

Very pleased	67%
Pleased	24%
Poor	2%
Very poor	2%
Blank return	5%

TSG Plc heating repairs & service 'How we completed your repair'

7031 jobs completed
166 surveys returned (2.4%)

Very pleased	60%
Pleased	31%
Poor	1%
Very poor	1%
Blank return	7%

Repairs & Tenant Services 'How we handled your telephone call'

571 surveys sent
159 returned (28%)

Very pleased	62%
Pleased	37%
Poor	1%

3. NEW HOMES

We completed the following new homes:



Sopwith Close, Ash Vale
27 new homes



New Road, Gravel Pits Close
& Millennium Place, Gomshall
16 new homes

In the current year 2016/2017 we:

- Started the construction of **12 new homes** at the former Corporation Club, in Slyfield Green – this will be called ‘Lockside’ once complete
- Got planning approval for **18 new homes** on the site of the former Apple tree pub in Park Barn
- Appointed a contractor for the construction of **21 new homes** on 5 infill sites in the Borough – works will commence in early 2017
- Submitted a planning application for the redevelopment of Guildford Park Car Park, which will provide **160 new homes**, of which **40% will be affordable homes for rent**

4. VOIDS AND LETS

- **325** properties were let in 2015/2016 (this includes new build properties)
- The average time to let a property was **30.6** days (this includes new build properties but excludes properties with major works)
- **113** of the lets were transfers to another property for current tenants

5. ANTI SOCIAL BEHAVIOUR



6. INVESTMENT

2015/16 – Improvements to GBC HRA property

Kitchen & Bathroom Refurbishment programme

- **99** Kitchens
- **24** Bathrooms
- **101** Electrical upgrades

Heating Programme

- **351** Central Heating upgrades

- **255** Adaptations to help disabled tenants
- **101** Roof renewals
- **3** Full refurbishments to empty properties

Renewal of Communal lighting with energy efficient systems

- **8** blocks including sheltered schemes

7. INCOME MANAGEMENT

- Rent arrears for 2015/2016 totalled **£321.685**
- There were **14 evictions** for rent arrears
- There were **87 court cases** for rent arrears

8. COMPLAINTS

