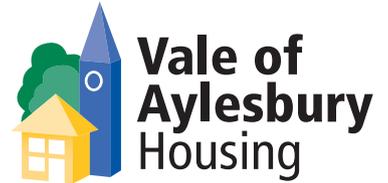


Tenant Standards Report 2017/18



Each year we publish a standards report for residents along with our financial statements so that you can see how we've performed. This is a summary of the key points - you can find more information on our website www.vaht.co.uk

Total income:
£45,086,000



We spent:



£9.1m
on maintenance

We carried out
22,665
repairs

1,467
less than
last year

7,253
of them were
emergency
repairs.



How well are we doing?

100%

homes with valid gas safety certificate



95%

of jobs completed on first visit



13 days

average time taken to complete a repair



98%

of repairs appointments kept



84%

satisfaction with repairs



1%

rent arrears (excluding Housing Benefit)



99%

of emergencies completed on time



87%

satisfaction in the quality of home





Initiatives for young residents

We've carried on with our successful initiatives for younger residents during **2017/18**.

Tuition Plus continues to be popular support for children in Year 5, as does the work experience with our legal advisors, Blake Morgan.

Our Summer Fun programme helps parents during the long summer holiday, by providing a variety of free activities for children. This year there were 250 spaces available.

Our offering for young people is always evolving. From April 2018, we began working with the County Sports Partnership, Leap, to provide weekly football training for 11-17 year olds.



Helping vulnerable residents

Our Welfare Team supported **892 households**, securing **£2.2 million** in benefits that residents were eligible for but not claiming, including over **£1million** in Housing Benefit.

In addition, they have helped people access work and training through a weekly Job Club, and have handed out food parcels.



Additional Housing Management Service

Our Additional Housing Management (AHM) team is working with **334** people of all ages who need more support to maintain their tenancy. Through monthly (or more frequent) visits, the AHM helps residents report repairs and liaise with planned maintenance. They can assist vulnerable residents with additional help like social care referrals, safeguarding and downsizing.

Properties



homes in total



shared ownership homes



Independent living properties



social housing cost per unit



new homes completed



in progress

Overall tenant satisfaction

92% of you said you were satisfied with the company's overall service

