

# Housing Annual Report 2018

## At a glance

Tenant  
Involvement and  
Empowerment

Home

Neighbourhood  
and Community

Tenancy



To read the full report go to:

[www.reading.gov.uk/tss](http://www.reading.gov.uk/tss)

## Housing



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# How are we doing? In 2017/2018

**80%**

of tenants were happy with housing services overall

**Tenant Involvement and Empowerment**



**29 days**

the time taken to re-let our empty properties



**Neighbourhood and Community**

**86%**

of tenants pleased about how they're kept informed



**71%**

of tenants satisfied they're being listened to and their comments are being acted on

**85%**

of tenants pleased with their neighbourhood as a place to live

**192**

tonnes of fly tipping cleared from housing land

**95%**

of tenants happy about how their ASB cases were handled

**81%**

of tenants satisfied with the repairs and maintenance service



**447**

disabled adaptations completed to 305 properties within our housing stock.

**352**

first appointments were carried out by the Debt Advice Team and 150 follow up visits

**Tenancy**

**74**

Average energy efficiency rating for our homes, an excellent result compared to similar housing providers

**Home**

**100%**

of estate inspections completed on target

**95.7%**

of repairs completed at the first visit



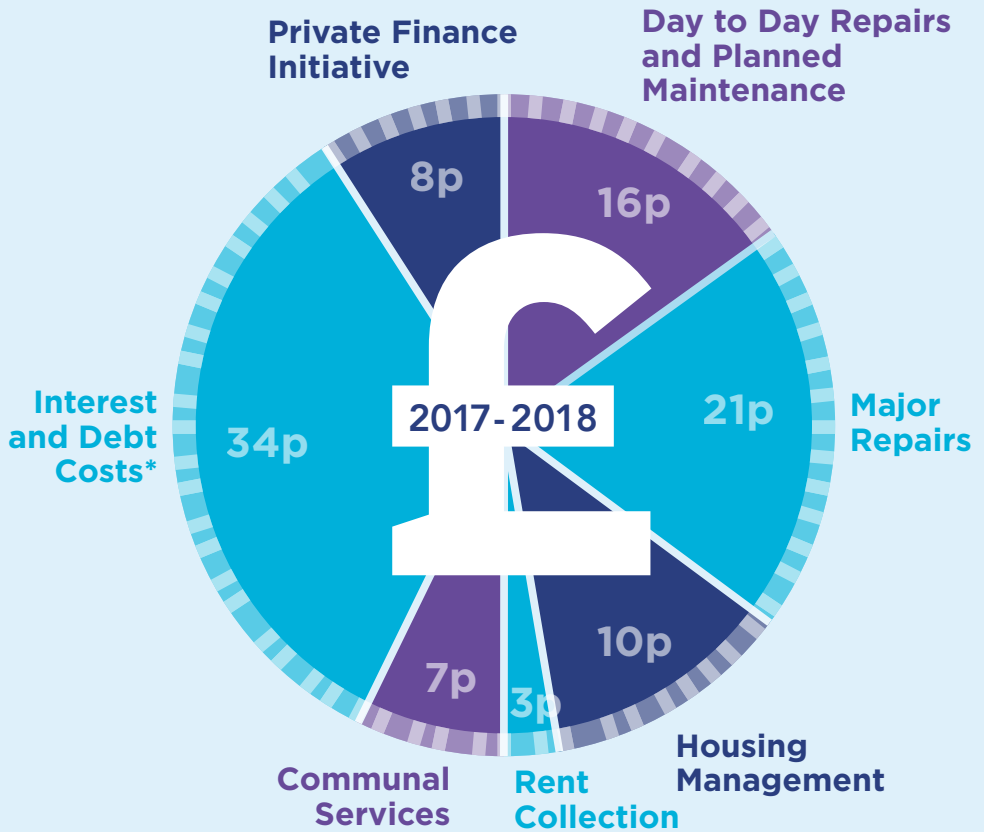
**84%**

of tenants happy our services provide value for money

**2.1%**

of current and former tenant arrears outstanding

# How your rent is spent



\* In 2012 the government run funding system for housing services ended and was replaced with a new system of self-financing. As part of this process all Councils had to take on a share of the debt held by central government, and it is also standard practice to borrow funding for short term projects. Healthy Business plans budget to pay back this debt in 30 years, and this part of the budget funds the payments required to service this debt.

Nb. The figures are a draft as of December 2018

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