

## VALUE FOR MONEY



**100%**

All of our homes continue to meet the decent homes standard

**17**

Average number of days to let an empty home (in the top 25% of housing associations)



**7%**

The overall return on assets compared to 6.5% in 2014/15



**100%**

All of our homes continued to have a valid gas safety certificate



**82%**

The % of customers who were satisfied with our overall services compared to 75% in 2014/15

**£11**



\* Social value delivered for every £1 invested by the Foundation in learning, skills and employment initiatives compared to £7.81 in the previous year.



**£6.11**

\* Social value generated for every £1 of grant to build new homes.

**£1.02m**



Efficiency savings compared to our target of £741,000

\* Social Value = value to wider community

## REPAIRS & PLANNED MAINTENANCE 2015/16

**total spend on repairs and maintenance...**

**£10,819,000**



**General repairs...**

**£5,328,000**

**...Planned maintenance**

**£5,491,000**



**393**

**350 minor and 43 major adaptations to homes for the elderly or disabled.**

## THE FOUNDATION - IMPACT IN NUMBERS

The Foundation is the Charitable arm of Town & Country Housing and works towards making a positive difference to individual, family and community life.

**362**

Residents trained in new skills ranging from non-accredited training to vocational courses

**£1.4m**

The amount of external funding attracted by the Foundation

**£15,000**

Total saved by more than 60 residents as a result of the Energy Pop Up Cafés

**19**

Jobs secured for residents

**£123,632**

Total turnover of three social businesses, Café Refresh (Showfields), Gray's Tea Room ( Brenchley), Café Bliss (Southborough) which reinvested their profits.

# annual review

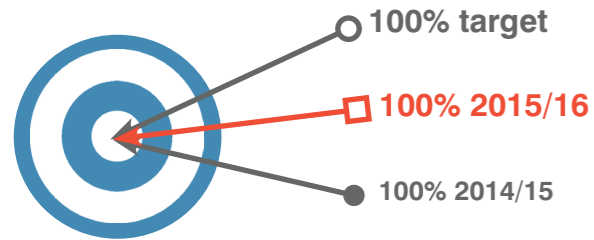
our highlights in numbers...

**2015/16**

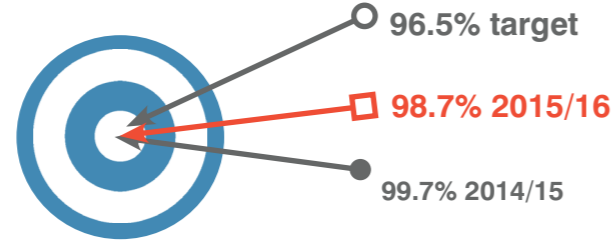


## YOUR HOME

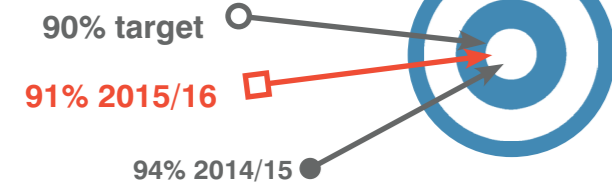
**EMERGENCY REPAIRS**  
Completed within the target time



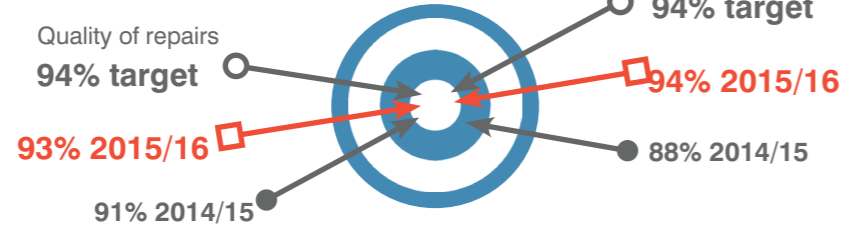
**APPOINTMENTS**  
Kept as a % of appointments made



**REPAIRS**  
Completed first time



**SATISFACTION**  
Responsive repairs



NEW KITCHENS

2015/16 195  
2014/15 164  
TARGET 227



NEW BATHROOMS

2015/16 190  
2014/15 140  
TARGET 241



NEW BOILERS

2015/16 415  
2014/15 442  
TARGET 420



AVERAGE DAYS TO COMPLETE JOBS

2015/16 13.5  
2014/15 11.2



NEW HOMES STARTED

2015/16 31  
2014/15 78



NEW HOMES COMPLETED

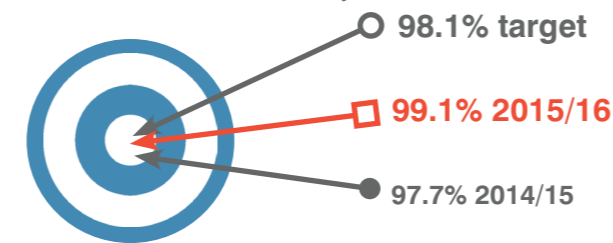
2015/16 307  
2014/15 412

## YOUR NEIGHBOURHOOD



ANTI SOCIAL BEHAVIOUR	2015/16	2014/15
NEW CASES OPENED	584	372
NUMBER OF CASES CLOSED	435	386

**CASES CLOSED**  
% of cases closed successfully



**AVERAGE TIME TO CLOSE A CASE**

TARGET	2015/16	2014/15
55 days	44 days	51 days

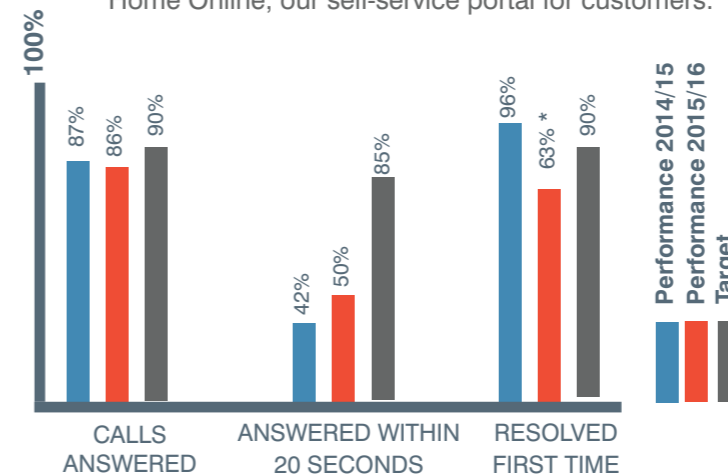
## INVOLVING YOU

TOTAL NUMBER OF CALLS RECEIVED



75,043  
2015/16  
79,430  
2014/15

In 2015/16 there was a 5.5% decrease in calls  
By end of March 1,950 customers had registered for My Home Online, our self-service portal for customers.



\* During 2015/16 we changed the way we collect the resolved first time information and it resulted in a lower end of year figure.

For the full annual report please...



Call us  
01892 501480

Email us  
info@tchg.org.uk

Download the full version  
www.tchg.org.uk

You can find us on....



town&country  
housing

Monson House, Monson Way  
Tunbridge Wells, Kent TN1 1LQ