



**Introduction
& Highlights**

280
Customers
moved into
employment

Celebrated
One Year of
our Security
Services,
assisting
4,000
incidents

Raised over
£21,000
for Once
upon a Smile

Secured a deal
to support over
5,000
properties to
reduce their
energy rate

Supported
1,104
customers
with food and
fuel through
the Household
Support Fund



Life at home

98%
Satisfaction
Rating
★★★★★

98.53%
of repairs
completed on
the first visit

100%
homes
kept safe

663
households
provided with
a home

Over £13m
Asset
Improvement
Spend



You said, we did

Your feedback has driven improvements and changes to the services we deliver to customers over the past year. Check out our highlights via the link below.



Full performance information across the group can be found at www.stockporthomes.org

Life in the Community

2,281
customers
obtained
additional
income worth
over £7.2m



Rent arrears
reduced by
£48,000

3,422
customers
satisfied
with their
neighbourhood

1,800
Energy Advice
Consultations

482
customers
satisfied with
the outcome
and handling of
their ASB case

559
people
prevented
from being
homeless



Lives transformed



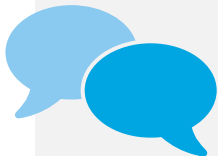
£502,361
of community
grants received

847

Employees
volunteered
4 hours per
month

1,134

attendees to 154
customer training sessions

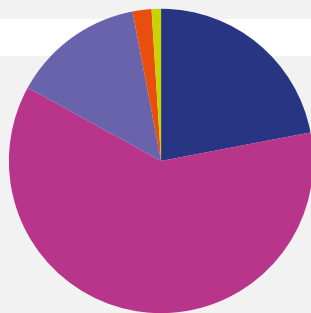


5,336
Emergency
Home Visits

87,487
website visits

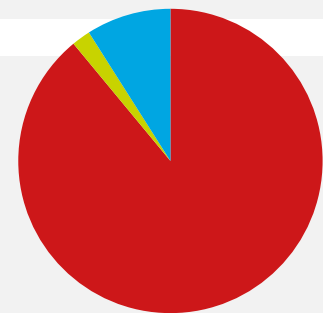
£165,000+
saved through mutual
exchange for in-need
households

How each
£1 is spent
on services



- 22p** Major Repairs
- 61p** Property Management & Maintenance
- 14p** Interest and Principle debt repayments
- 2p** Water Rates paid to United Utilities
- 1p** Money kept for future investment

Where each
£1 comes
from that
is spent on
services



- 89p** Rents
- 2p** Income from collecting water
- 9p** Service Charges and other income

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