

## My voice makes a difference

As an organisation committed to inclusion, diversity and accessibility, Stockport Homes really values your feedback, and there are many opportunities to get involved and influence the services they deliver to us, their customers. Hopefully you'll become inspired and next year become more involved and realise how important your voices are.



## How to get involved

- Becoming a member of a Tenant Board
- Joining our Customer Scrutiny Panel
- Joining our Customer Review Panel
- Taking part in online surveys
- Taking part in telephone surveys
- Sharing opinions on social media
- Getting involved with Communities Champions and groups
- Joining our Digital Champions programme
- Volunteering in various capacities
- Being a part of our Community Fund Panel
- Writing to us or ringing us

## Welcome

Welcome to the 2021/22 annual report - led by you, our customers. The theme for this year is the cost of living, something that is of real importance to us all at the moment.

Stockport Homes wants to highlight the support it has provided to customers and colleagues through the cost-of-living crisis, focusing on how we support and communicate with you around measures you might like to see.

## My Money

We're all feeling the pinch of the cost-of-living crisis at the moment, so it's important for customers to know how Stockport Homes are supporting customers with money.

As an organisation we're focused on being as efficient as possible and saving money where we can, meaning over the last year we made 2.8 million pounds in efficiency savings.

### Where each £1 comes from that is spent on services



- **90p** Rents
- **8p** Service charges and other income
- **2p** incomes from collecting water on behalf of United Utilities

Money advice team supported **980** UC claimants with new claims

**3,215** accounts in arrears. There were 44 fewer accounts in arrears at the end of 21/22 despite the number of UC claimants increasing by 649 over the year

### How each £1 is spent on services



- **62p** day-to-day management and maintenance of properties
- **20p** Major repairs
- **13p** Interest and Principal Debt Repayments
- **2p** Money kept for future investment
- **20p** Water rates paid to United Utilities and commission earned for collecting

Money advice team supported **2,133** customers to obtain additional income totalling over £7.5m

**1,031** Home visits & consultations

Value for money / return on assets  
**£2,795,288**

**£16,215.18** saved through switches, refunds and compensation

Amount of money saved through energy advice **£196,573.24**

## My Home

Stockport Homes and Stockport Council remain committed to building safety, and have invested heavily in ensuring our blocks are safe for our residents.

Following the tragedy at Grenfell, various new pieces of legislation has been released, most recently the Building Safety Act. This looks at how buildings are designed, built, managed and maintained. In light of this, we took an in-depth review of all fire safety in our high-rise blocks, and we continue to work closely with the fire service customers and colleagues at the council

**100%** of electrical checks completed      **100%** of asbestos surveys completed

## Repairs

Number of repairs completed	Repairs completed on first visit	Satisfaction with the outcome of repair	Number of homes kept safe
<b>43,054</b>	<b>96.67%</b>	<b>97.62%</b>	<b>100%</b>

## Development

Number of new homes completed	Number of new homes for rent	Number of new homes for sale	Number of new homes started
<b>68</b>	<b>54</b>	<b>14</b>	<b>57</b>

## My piece of mind

Stockport Homes are committed to you as your landlord to deliver excellent services.

We strive to ensure that all neighbourhoods are healthy and prosperous, which is why we also take responsibility for the health and wellbeing of our customers, making sure they feel supported everyday with accessible services.

## Neighbourhoods

Neighbourhoods maintained to good/excellent standard	Satisfaction with SHG as a landlord	Tenant satisfaction with area caretaking service	Tenant satisfaction with block caretaking service
<b>99.06%</b>	<b>98.36%</b>	<b>88.84%</b>	<b>91.29%</b>

## Homelessness

**787** people presented as being homeless      We successfully supported **547** people into accommodation      **2000** people at risk of homelessness accessed support and information via housing options

**Carecall**  
Proud to be part of SHG

**New clients**  
**1,054**

**Calls received**  
**188,935**

## Anti-Social behaviour

**1943** cases opened

**97.01%** of ASB complainants satisfied with the outcome of their case

Engaged with **2337** individual victims and witnesses as part of those cases

## My journey

Stockport Homes are passionate about helping customers with advice to get the benefits and support they're entitled to, as well as celebrating individuals and community group successes.

This annual report brings to the forefront all the things that matter to you

<b>Facebook Paid Reach</b>	<b>Facebook Page Reach</b>	<b>Instagram Reach</b>
<b>51,372</b>	<b>134,292</b>	<b>11,065</b>
<b>Twitter Impressions</b>	<b>Twitter Link Clicks</b>	<b>Twitter Replies</b>
<b>456,900</b>	<b>786</b>	<b>754</b>
<b>Total website visitors</b>	<b>Total website page views</b>	<b>Most viewed page (Find a home)</b>
<b>183,829</b>	<b>1,181,133</b>	<b>272,833</b>

Customer training and support

**755** attendances at training and since April 2022 we have welcomed a further 203.

**303** complaints received  
**288** complaints closed

**279** complaints resolved within 10 days

**204** compliments received

Customer satisfaction with complaint handling **73%**

**1,254** counselling sessions were delivered

### Thank you so much everyone!

Not just for the congratulations, but for changing my life with photography, and giving me this opportunity to travel for the first time in 20 years and see a new city. What an amazing experience it's been.

**Nikki**  
Customer & NFA Photography competition winner

