

Annual Report for Residents - The Year in Summary

For the period 1st April 2023 to 31st March 2024

Overall satisfaction

Overall Satisfaction

70%

Tenant Satisfaction Measure

70% Satisfied

14% Neutral

16% Dissatisfied

Resident Trust Score

7.4

Target 7.2
(Higher score is better)

Resident Effort Score

2.8

Target below 4
(Lower score is better)

Complaint handling

New Complaints Handling Code went live

1st April 2024

We published our first Complaints Performance & Service Improvement Report

More at:

www.settlegroup.org.uk/complaints-performance

Tenant Satisfaction Measures

We published our first full set of data

Surveys completed

April 23 - March 24

and update from 6 months on – data to Sept 2024

More at:

www.settlegroup.org.uk/tenant-satisfaction-measures

Resident involvement

Tenant Satisfaction Measures

1398

Residents gave feedback

Big Door Knock

967

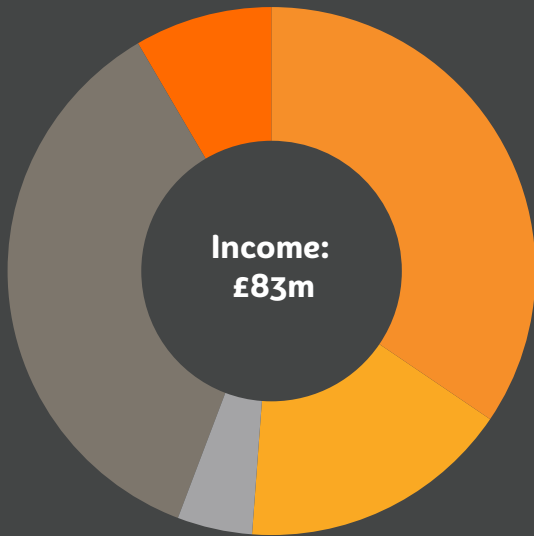
Residents gave feedback

Examples of resident involvement

- ▶ Voice of the Resident panel helped choose new kitchen and bathroom contract
- ▶ Engagement shaped our 2030 plan
- ▶ Resident feedback helped us prepare for the new Complaint Handling Code

More at www.settlegroup.org.uk/get-involved

Our income and how we spend it



- **£28.6m: Landlord Services**
Includes services to keep your home and communal spaces safe
- **£13.8m: Interest paid to banks and lenders**
- **£3.7m: Administration costs**
Includes cost of running our offices and the functions that underpin our landlord services
- **£29.9m: Looking after existing homes**
Includes responding to repairs and planned projects such as new boilers, front doors, kitchens and bathrooms
- **£6.9m: Surplus which is reinvested in homes and communities**

Repairs

99.98%

homes met the Decent Homes Standard

72%

repairs completed on target

99%

emergency repairs completed to deadline

Safe and warm homes

100%

safety checks completed

£19m

invested in homes

45

homes made warmer through additional funding

Neighbourhood management

669

existing homes relet to new tenants

212

new homes completed (all affordable)

Improvement plans

Responding to feedback and reducing dissatisfaction. Focus includes repairs and neighbourhood management.