

# Customer annual report 2021-22



Welcome to your annual report  
which shares highlights and key  
developments at Selwood Housing  
from April 2021 to March 2022.

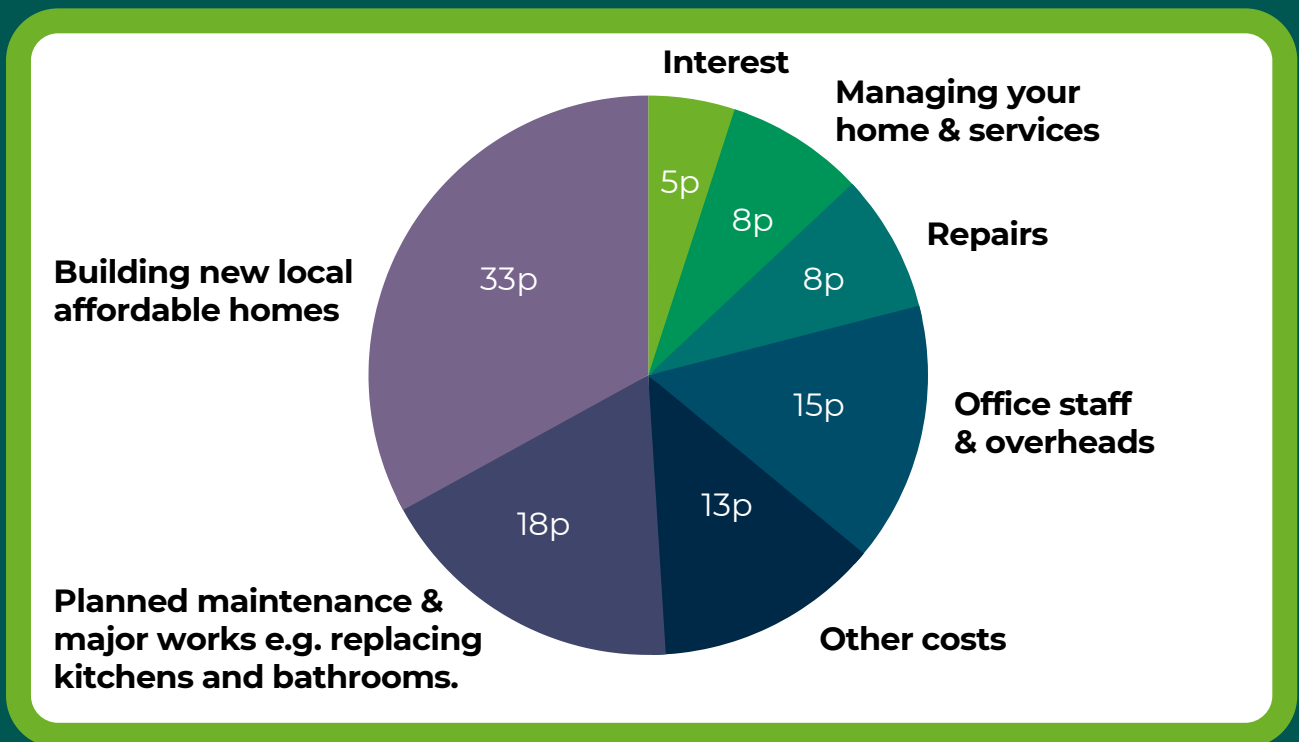
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**Selwood**  
Housing 

# Value for money



How we spent every £1 of rent received in 2021/22



# Repairs & maintenance



**32,000 repairs booked with 5,764 emergency & 17,000 non-urgent jobs completed**

**Outstanding responsive repairs reduced by 30%+**



**341 empty homes made ready for re-let in average time of 31 days**



# Lettings

**Welcomed over  
470 households as  
new customers - all  
in housing need**



**Rent arrears 0.66%.  
A record low for the  
fifth year in a row!**

**Supported over 50  
families in energy  
debt & hardship**



# Your neighbourhoods



A total of 301 ASB cases closed with 98% resolution

Agreed 80 mutual exchanges through [homeswapper.co.uk](https://www.homeswapper.co.uk)

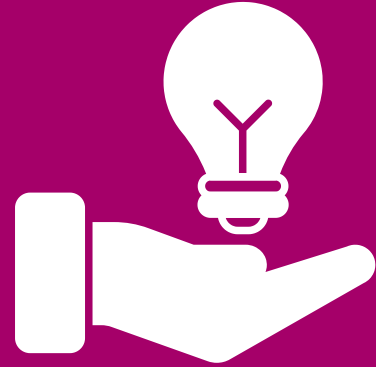


Our caretakers dealt with 355 fly-tipping incidents

# Building new homes



**Started building  
our first 100% EPC  
A-rated schemes  
at John Bull and  
Chapmanslade**



**Built 154 new  
properties,  
providing homes for  
up to 597 people**

**Trowbridge Town  
Enhancement award  
for our Margaret  
Stancomb project**



# Involving customers



You told us your priorities in 'customer conversation' survey, with 1,350 of you taking part

£30,000 invested in 12 projects for customer & community benefit



You shaped services with 2,242 comments across 20 projects!

# People & processes



**Investors in People  
gold accreditation  
awarded Oct 2021**

**Highest assessment  
category for finance &  
governance awarded  
by regulator**



**2 new apprentices joined,  
4 became improvers &  
1 kickstarter became an IT  
apprentice!**



# Our future

**Implement the  
Together with Tenants  
charter & action plan**



**More digital services  
to give wider choice  
to all customers**

**More customer  
satisfaction feedback  
collected with our  
'Rant & Rave' tool**



# Improving services

Learning from complaints is vital to continually improving services.

Our customer complaints specialist and service managers work closely to ensure learning from complaints is turned into action. Below are some examples of this work in 2021/22.

- Improved external contract management and termination of contract where standards not improved
- Skills analysis of repairs and maintenance team to understand capabilities and upskill staff
- New procedure to manage damp & mould complaints
- Quarterly visits introduced to homes reporting disrepair
- Autism awareness training delivered to lettings team
- Spot checks by supervisors on completed works

