

2021 Annual Report

Here's what we've achieved over the last 12 months...



Improve lives and communities

Supporting our tenants

-  During the pandemic we provided welfare checks and telephone calls to residents who were isolated.
-  We made 30,391 phone calls to residents to check how they were coping with the lockdowns



Anti-social behaviour

-  Our latest results show that 95% of complainants were satisfied with the outcome of their complaint.

Rents including arrears

-  The pandemic gave challenges for many residents as lockdowns came into force closing many businesses resulting in less income.
-  Despite this, we worked hard with people affected to help with benefit claims and budgeting
-  Our arrears levels are almost at the lowest they have ever been at 1.36%. This means £818,000 out of over £60 million. This is one of the best performance levels across all housing associations.



Look after our homes

Repairs

-  During 2020/21, we completed 44,608 repairs during three challenging lockdowns.
-  On average, we completed all repairs within 5.44 calendar days.
-  We promise to do emergency repairs within 24 hours and we achieved this in 98% of cases.
-  We promise to do routine repairs within 20 working days and we achieved this in 99.14% of cases.



We spent £10.7 million on repairs to our homes compared to a budget of £11.4 million.



Over 97% of residents told us that they were satisfied with the service they received when they had their last repair.

Refurbishments



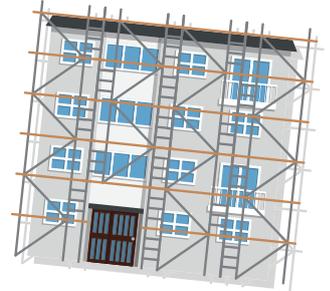
We completed the major refurbishments to Teats Hill and Artillery Place Flats, Keat Street Flats in and started work on homes in Keyham Road.



We also completed the works to the Mount Wise Towers by replacing the cladding with a new fire-rated system and replacing the windows and roof at the same time.



Year to date, we have spent just under £15million on works to the Mount Wise Towers, of which almost £12million was paid for by a Government grant. The spend in 2020/21 was £5.7million.



Energy efficiency of your homes



On average, our homes are a C rating on a scale of A to G.



We have some homes that are super-efficient and a few, which tend to be older homes, which need a lot of work doing to them to make them warmer.



At the end of March 2021 9,870 of our homes had an energy rating of A to C, and 4,141 homes did not.



By 2030 all homes in the private and socially rented sectors have to achieve a minimum of a C rating.



We are in the process of planning how to achieve that because some homes are trickier to bring up to standard than others.

Build new homes in Plymouth and beyond



We have 14,011 rented homes – 41 in Cornwall and 40 in West Devon as we expand into the wider Plymouth travel to work area



We have 1,669 leasehold homes.



We have 271 shared ownership homes, helping people get a foot on the property ladder.



We want to build 1,200 new affordable homes by the end of 2026.



Grow our business



We've achieved an A+ Credit rating, as well as a V1 viability rating and G1 governance rating from the Regulator.



We are proud to have been awarded the Investors in People Gold accreditation.

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