



Annual Report 2020/21

This report looks at our performance from April 2020 to March 2021. It highlights the services we provide to our tenants and leaseholders on behalf of Solihull Council.

Round-up of the year

9,910

Homes managed



1,261

Leaseholders



4,644

Garages



2,579

Households on the housing register



271

Employees



33

Homes lost through Right to Buy



Providing homes



422

Cases of preventing homelessness

205

Cases of homelessness provided with a home

291

Homeless acceptances

5

Properties acquired

21

New build homes

Managing homes



551

Homes re-let

35 days

Average time to re-let homes

97.80%

Rent collected

1

Eviction

1,173

Tenants switching to Universal Credit

1,008

Antisocial behaviour reports

54.65%

Satisfaction with antisocial behaviour case handling

£1,547,583

Additional benefit awarded following help from our Money Advice Team

Support services



1,376

Minor adaptations completed

284

Major adaptations completed

2,033

Wellbeing service

Looking after your home



29,473

Responsive repairs completed

10,036

Appointments made

99.07%

Repairs completed on time

98.49%

Appointments kept

8,966

Gas servicing completions

146

New heating systems fitted

227

Homes receiving improvement works

2,019

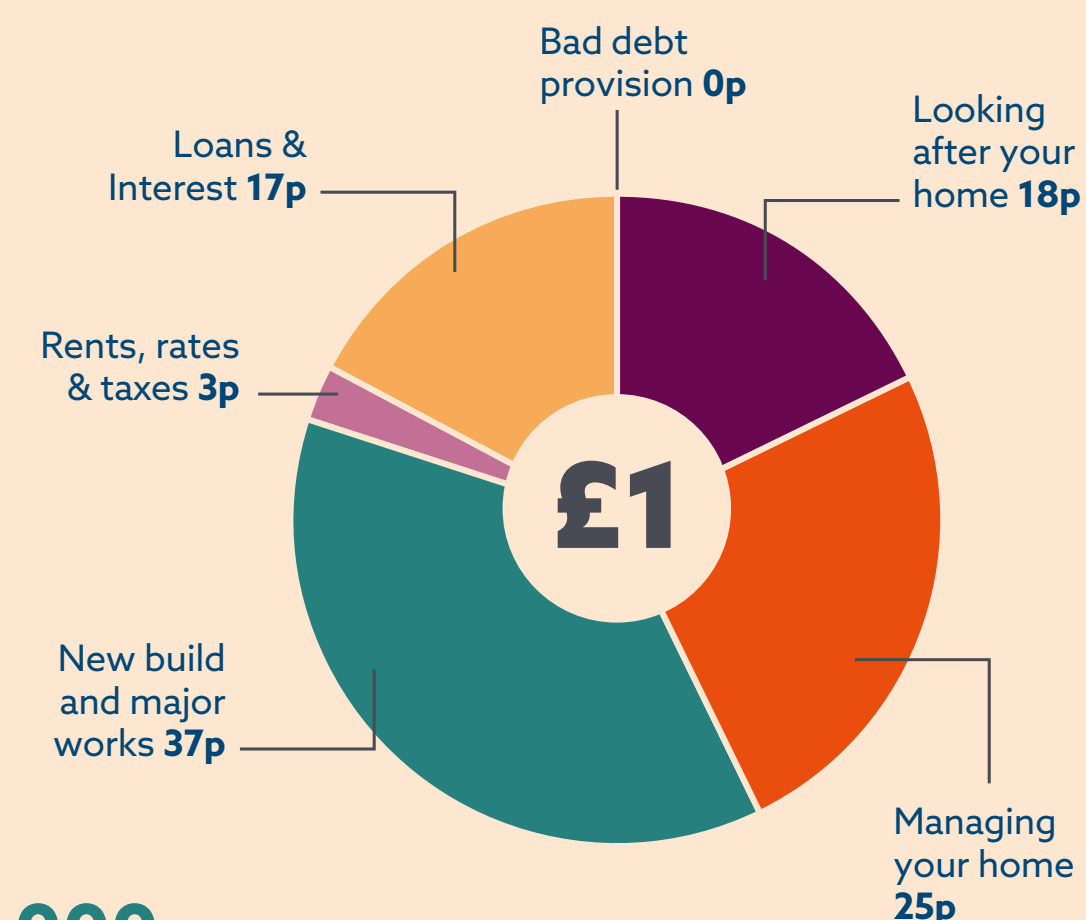
Electrical checks

89.07%

Satisfaction with response repairs service

Where your money goes

Looking after your home	£8,745,000
Managing your home	£11,943,000
New build and major works	£17,989,000
Rents, rates & taxes	£1,314,000
Loans & Interest	£8,423,000
Bad debt provision	£32,000



Total spend = £48,455,000



Take a look at our animated Annual Report video for more information. You can view this on our website and social media pages.

Keeping in touch



180

Compliments received



212

Complaints received



98.58%

Complaints resolved at stage one



121,078

Calls received



85.53%

Calls answered



541

Councillor enquiries received