



Economy



Efficiency



Effectiveness



Equity

# Our performance for 2017/18

## We will always set an affordable rent



We decided our **target rents should be based on 28% of average earnings** i.e. living rent



We moved to a **52 week rent year** to help tenants on Universal Credit

## We will always keep our tenants safe



Set up **two tenant safety forums**



We achieved **ISO18001 health & safety accreditation**

## We will always protect our environment



**Over 1,000 tonnes of building materials recycled**



**76 homes clad with external wall insulation**

## We will always treat staff and tenants fairly



**6% - Gender pay gap**, in favour of women



**420 tenants benefited from £543,000 p.a. in additional benefits** through help from the income maximisation team



**88% of tenancy breaches resolved** with no further action

## We will review major areas of expenditure i.e. over £100,000 p.a.



**£56,400 saved** by preparing & serving 69 notices & representing ourselves in 3 hearings



**£100,000 p.a. the amount we saved renewing our insurance cover**

## We will always invest in our local community



**£41,297 awarded to local groups** by our tenants and employee Grants & Sponsorship panel



**25 weeks of apprentice placements** secured from Y Prentis as part of our new office build with Jehu

## We will always develop our in-house staff; consider succession planning and offer work placements and apprenticeships



**16 work placements offered** 4 of which secured fixed term contracts



**78 people sign-posted to employment information** through our RISE (Resources, Information, Support and Engagement) project