

How are we doing?

We are always trying to improve the services provided for tenants and customers. One of the ways we do this is by monitoring our progress year on year to see where improvements can be made. We also use this information when planning our services.

We want you to know how we are performing so here are some performance statistics for the financial year 2016/17.

Rent

At the end of March 2017, **£1,068,554** was owed by current tenants in rent arrears (an increase of £16,078 compared to end March 2016)
And former tenants owed **£342,886** (a reduction of £33,317 compared to end March 2016).

Housing stock

On 3 April 2017 we managed **13,500** properties (up 7 compared to 6 April 2016).

Of these **232** properties were empty (a decrease of 12 compared to 4 April 2016).

It took an average of **88.8 days** to re-let one of our properties compared to 70.3 days in 2015/16.

Estate Management and caretaking

3963 street inspections were carried out (down 1986 compared to 2015/16) along with **3682** property inspections (up 4 compared to 2015/16).

963 reports of Anti-social behaviour (ASB) were reported to the District Housing Offices (an increase of 42 compared to 2015/16).

64% of tenants were satisfied with the outcome of their ASB case (up 2% compared to 2015/16).

706 gardens were cut by Tend and Mend - our service for elderly/vulnerable tenants.

617 tonnes of rubbish were removed from our estates

1199 instances of fly tipped materials removed.

26 syringes removed

Moving home

1158 applicants were housed (up 77 compared to 2015/16).

308 tenants moved to another Swansea council home (down 41 compared to 2015/16).

Adaptations

It took an average of **357** days to provide adaptations to a council tenant (compared to an average of 316 days in 2015/16).

270 council homes were adapted in 2016/17.

Energy efficiency

723 lofts in council properties were filled with insulation to the current Building Regulations between June 2016 and December 2016.

Homelessness

We achieved successful outcomes for **73%** of households who were at risk of homelessness or who were homeless.

Tenancy Support

2266 households received support from the Tenancy Support Unit or its partners.