

Six Town Housing is pleased to present this report on behalf of Bury Council, which provides key information on how we're performing. Download copies, and view past reports, at www.sixtownhousing.org/about-us

CORPORATE

NEIGHBOURHOODS


PROPERTY

REPAIRS

96.5% 
OVERALL SATISFACTION WITH SERVICE
98.1% last year


7,937 
COUNCIL PROPERTIES
(Including Springs Tenant Management Co-operative)


670 
NEW BATHROOMS INSTALLED IN HOMES

30,215 
REPAIRS (EXCLUDING GAS)

128 
COMPLIMENTS RECEIVED



2,200
YOUNG PEOPLE ATTENDED BE SAFE BE COOL TALKS


671 NEW KITCHENS INSTALLED IN HOMES


99% 
CUSTOMER SATISFACTION WITH REPAIRS SERVICE

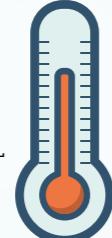
16 
FORMAL COMPLAINTS RECEIVED

95.3% 
CUSTOMER SATISFACTION WITH NEIGHBOURHOODS

83 
HOMES WITH A NEW ROOF

28 DAYS 
AVERAGE RE-LET TIMES (GENERAL NEEDS)

99.5% 
RENT COLLECTED

254 
HOMES RECEIVED A NEW CENTRAL HEATING BOILER


45 HOMES EXTERNALLY PAINTED



100% OF HOMES ACHIEVE THE DECENT HOMES STANDARD


1.14%
RENT LOSS DUE TO EMPTY DWELLINGS

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STEPS TO SUCCESS




279 PARTICIPANTS
(Apprenticeships, Course Attendees, Work Placements, Further Education, Volunteer Work)


71 PEOPLE SUPPORTED INTO EMPLOYMENT

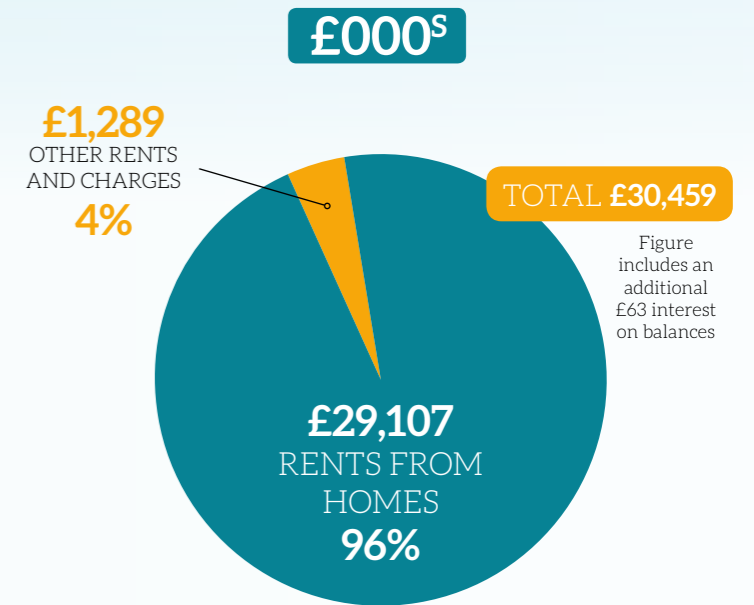
COMMUNICATION

1,266  FACEBOOK LIKES **2,702**  TWITTER FOLLOWERS

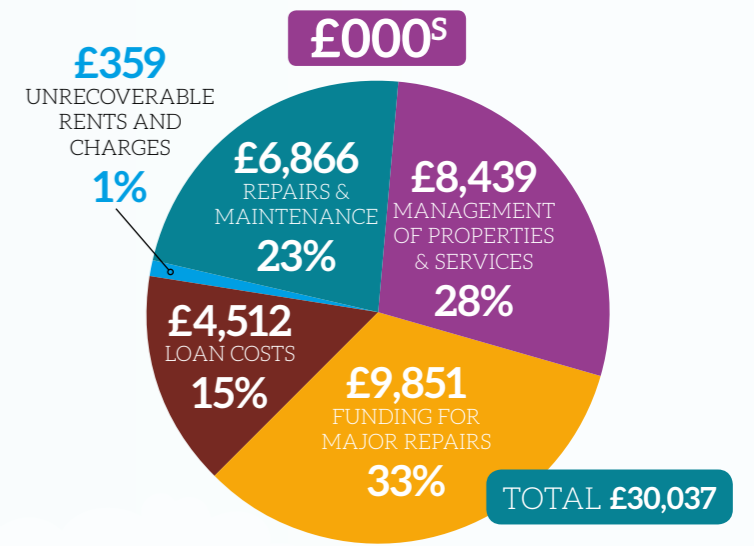

98,185 WEBSITE HITS 
63,000 CALLS RECEIVED


12,172 VISITS TO RECEPTION 
2,565 NUMBER OF I-HOUSING USERS (Self Serve)

HOUSING REVENUE ACCOUNT (HRA) INCOME



EXPENDITURE



SURPLUS RETAINED FOR FUTURE INVESTMENT IN HOUSING

