

HOW WE'RE DOING



Annual Performance Report

Together we managed 12,905 homes across the borough of Rochdale during the period 2020-2021 and over the past year our communities have faced a set of challenges unlike any we've ever seen. We've been proud of how we've worked together through the Covid-19 restrictions, and we want to be open with our tenants and customers about the impact of the pandemic.

This report tells you how our core services performed in the period **April 2020 to March 2021** - what we did well, where we can do better and how we compare to our previous performance.

We are committed to listening to your feedback, acting on what you tell us and making continuous service improvements.



LISTENING TOGETHER



15 days

Average time to resolve complaints

Last year: **14.7 days**
Target: **14 days**



87,313

Contact Centre Calls Answered

Last year: **141,844**



79.64

ASB cases reported per 1000 homes

Last year: **89.62**

CUSTOMER SATISFACTION

The level of satisfaction among customers gives us a good indication of the effectiveness of the services we provide and also where we need to make improvements.

We will always continue to listen carefully to what our customers tell us.

Overall satisfaction

85%

Last year: **81%**

Target: **86%**

Satisfaction with Rents providing Value for Money

86%

Last year: **81%**

Target: **82%**

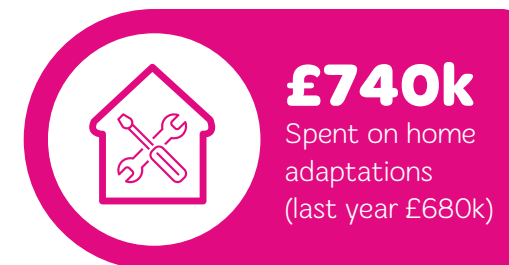
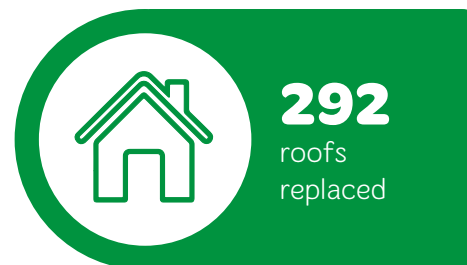
INVESTING IN OUR HOMES

This year we increased our spending on improving homes.

Despite lockdown restrictions, this included replacing kitchens, bathrooms, roofs and boilers through our modernisation programme.

We also carried out a range of environmental improvements to improve neighbourhoods for tenants and communities.

This year we spent **£8.9M on improving homes** (last year we spent £7.9M).

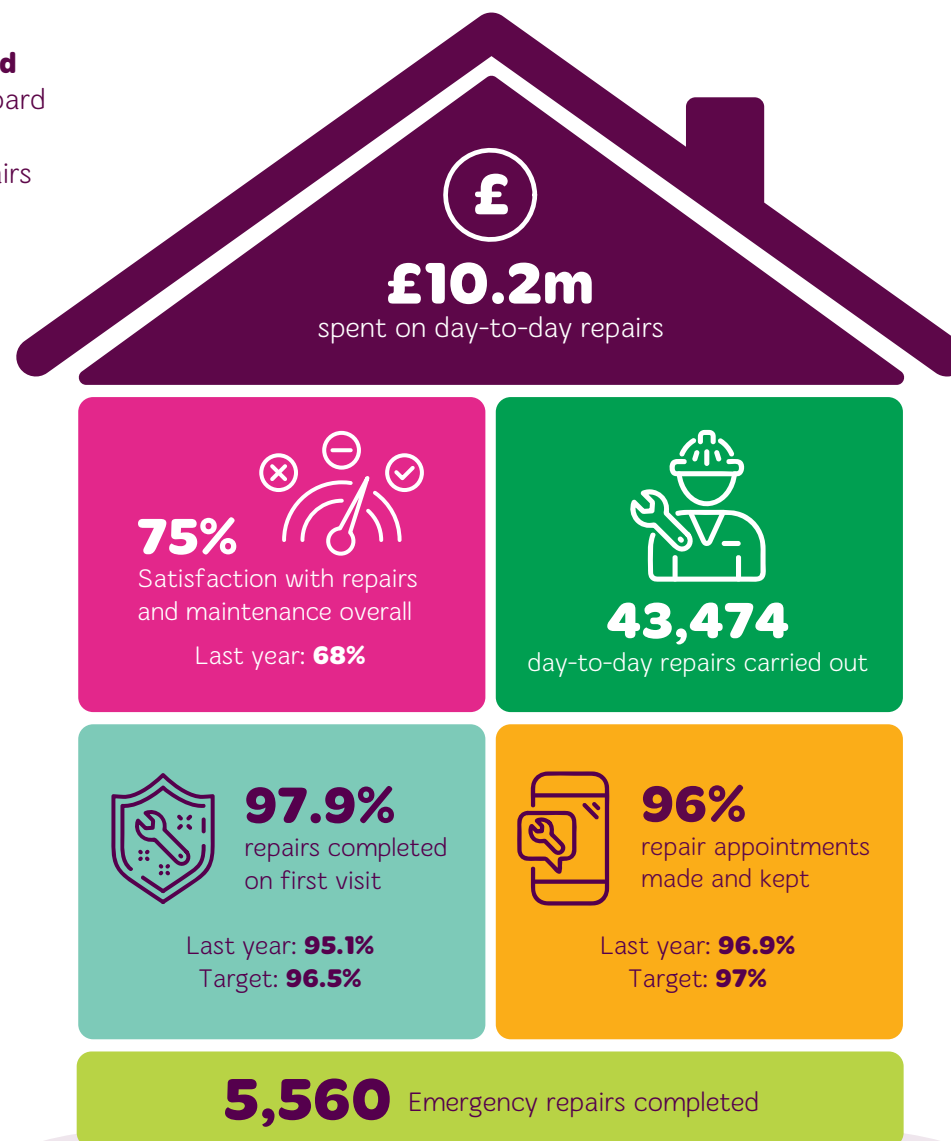
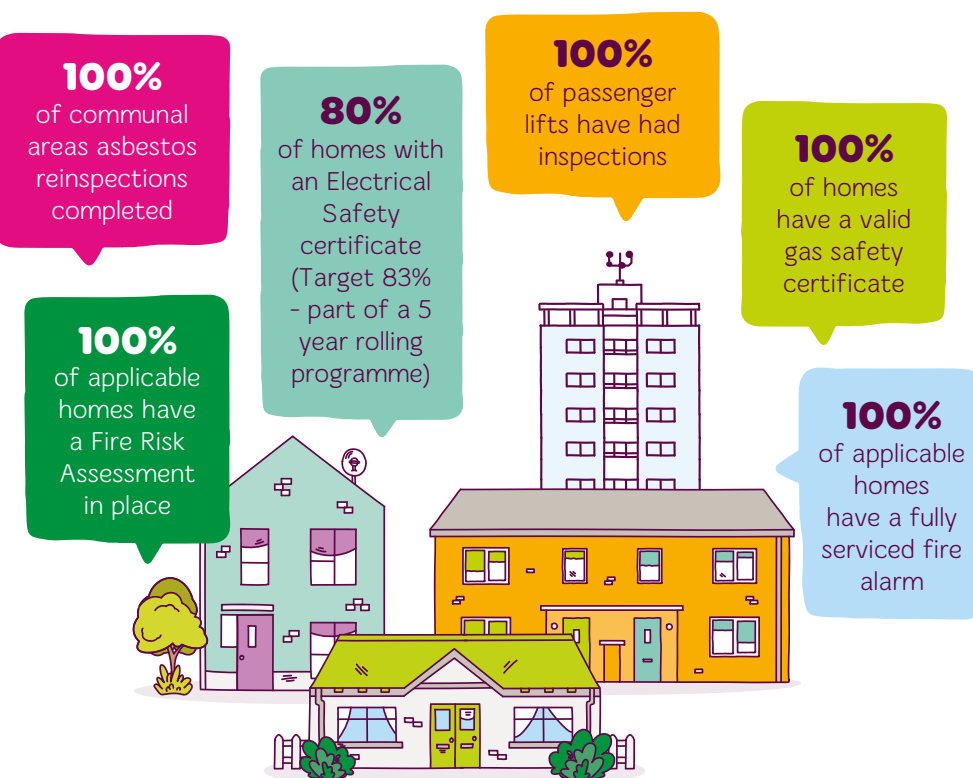


REPAIRS

We take our responsibility for carrying out a range of repairs to your home seriously and we do our utmost to continue to make sure they are kept in a good condition.

Since launching **MyRBH customer portal** last year, we have over **5,000 registered customers** who have benefitted from the easy-to-use features. We've taken on board customer feedback and are working hard to add more features to make the portal even better! In the coming months, you can access updates on your scheduled repairs at your convenience. To register simply visit **www.myrbh.org.uk/register**.

HOW WE'RE MEETING OUR LEGAL REQUIREMENTS:



INCOME

Our Income Services Teams collect money owed to RBH including rent, this is then used to provide the services that we deliver. Our teams will provide advice to help customers keep up to date with their payments and make referrals to our Debt Prevention Team if anyone is struggling financially.



*Rent collected from current and former tenants as a percentage of rent due

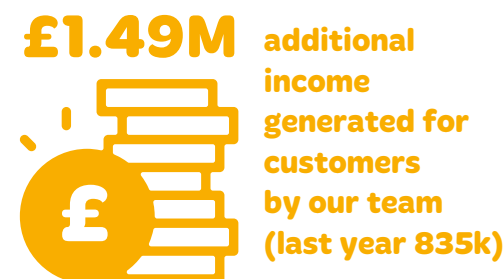


was collected in rechargeable repairs



MONEY ADVICE

Our Debt Prevention Team help customers who may be struggling financially and are in need of support and advice – helping them to access benefits or other income sources that they are entitled to and providing advice on how to manage their money.



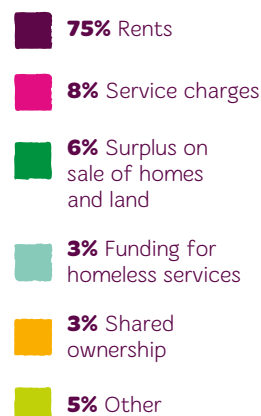
FINANCES

Our total income last year was **£61.2M**, and we spent **£49.1M**. The pie charts show where we got our income from, and how we spent it. This left us with a difference (surplus) of **£12.1M**.

RBH is mutually owned by its members, so we don't make a profit. We reinvest this money back into the services we provide, your homes and the community.

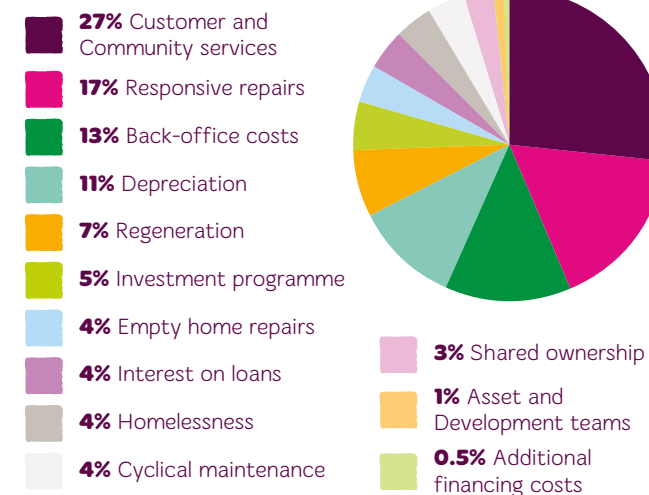
Last year, we invested £5.7M in upgrades to our existing homes, we spent £5.8M on building new homes and £900k in our IT systems to enable us to provide a better service for our customers.

RBH Group Income £61.2M*
(2019/20 £62.4M)



*Figures are rounded to the nearest %

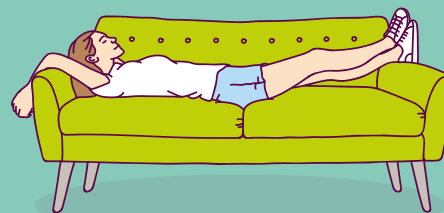
RBH Group expenditure £49.1M*
(2019/20 £49.1M)



COMMUNITY IMPACT AND SOCIAL VALUE

As mutuality is at the core of what we do, our impact and influence goes far beyond bricks and mortar and our core services.

For more information, visit www.rbh.org.uk/impact to read our Community Impact Report for 2020/21.



16 tons of furniture was prevented from being sent to landfill thanks to our Pass it On Scheme, saving our customers **£23,283**



£97,959 of funding was given to **25 local organisations**, including; social wellbeing projects and gardening groups.

Throughout the year, there was **7,866 visits** to the Pantry projects, generating savings of **£117,990** for our customers and saving over **45 tons of food** from going to waste.



Our Paint Shop diverted **5.6 tons of paint** from being sent to landfill, saving our customers **£34,951**

