

ANNUAL REPORT 2021/22 ... *in numbers*

Here's our annual report which gives information on how we performed during the financial year 1 April 2021 to 31 March 2022. We hope this is useful in terms of understanding key costs and our performance. If you've any queries or comments, please call us on (01229) 876523 or email: housing@barrowbc.gov.uk.

Responsive Repairs



£802,389 spent on responsive repair work:

- 1934** emergencies
- 2405** urgent
- 4286** routine



£82 average cost of responsive repair



Planned Maintenance Works

£2,258,000 spent carrying out major improvements



£430,798 central heating



£260,521 rewires



£493,336 roofs



£828,303 windows

£245,042 repointing



100% properties meet Decent Homes Standard

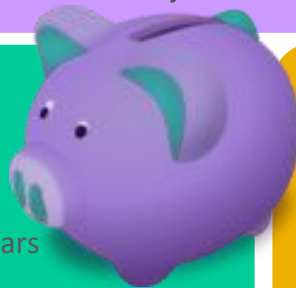


Rents

£83.16 average weekly rent

£389,754 current tenant arrears

2 tenants evicted for rent arrears



Tenancy & Estate

2383 people on Cumbria Choice register

203 homes were re-let

66.5% properties accepted on first offer

13 houses sold under Right to Buy Scheme

2,524 properties managed by Housing Service



Your Home

Gas Safety Checks

100% properties have valid gas certificates

22 warrants obtained to gain access to properties to carry out gas servicing where tenants refused access

£484 spent on warrants



Aids & Adaptations

£193,293 spent on adaptations

124 aids/adaptations completed



Neighbourhood

0 reports of Hate Crime

Complaints	Stage 1	Stage 2
Upheld	1	0
Not upheld	3	0
Partly upheld	0	0
Rejected/withdrawn	0	0
Total	4	0