

# ANNUAL REPORT 2023/24 in numbers

Here's our annual report which gives information on how we performed during the financial year 1 April 2023 to 31 March 2024. 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@westmorlandandfurness.gov.uk](mailto:housing@westmorlandandfurness.gov.uk)

## Responsive Repairs

£1,524,778 spent on 6,425 responsive repairs:



▲ 1587 emergencies

▲ 1762 urgent

▲ 3076 routine



£237

Average cost of responsive repair

## Planned Maintenance Works

£2,430,454 spent on major improvements:



£563,651 central heating



£281,178 rewires



£1,056,811 roofs



£375,235 windows



£153,579 repointing



100%

properties meet Decent Homes Standard

## Rents

£88.55 average weekly rent

£433.744 current tenant arrears

6 tenants evicted for rent arrears



## Tenancy & Estates

2851 people registered on Cumbria Choice in Furness locality

225 homes were re-let

82.2% properties accepted on first offer

11 properties sold under Right to Buy Scheme

2,486 dwellings managed by Housing Service



## Your Home

### Gas Safety Checks

100% properties have valid gas certificates

59 warrant applications made to gain access to carry out gas servicing where tenants refused access

£2,682 spent on warrants



### Aids & Adaptations

£283,990 spent on adaptations

118 adaptations carried out

## Neighbourhood

5 reports of race-related hate Crime

Complaints	Stage 1	Stage 2
Upheld	4	0
Not upheld	6	0
Partly upheld	2	0
Rejected/withdrawn	0	0
Total	12	0