

# Housing Service Annual Report 2024/2025 in numbers

Here's our annual report which gives information on how we performed during the financial year 1 April 2024 to 31 March 2025.

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

£2,206,945 spent on 6,681 responsive repairs:

- 1464 emergencies
- 1875 urgent
- 3342 routine
- £330 average cost of responsive repair

## Planned Maintenance Works

£ 1,143,274 spent on major improvements:

- £191,936 central heating
- £ 266,056 rewires
- £ 252,867 roofs
- £ 123,664 windows
- £ 308,751 repointing

100% of properties meet the Decent Homes Standard

## Rents

- £91.46 average weekly rent
- £502,566 current tenant arrears
- 7 tenants evicted for rent arrears

## Your Home

### Gas Safety Checks

- 100% properties have valid gas certificates
- 73 warrant applications made to gain access to carry out gas servicing (and installation of CO detectors) where tenants refused access
- £3,692 spent on warrants

## Aids & Adaptations

- £387,867 spent on adaptations
- 303 adaptations carried out

## Tenancy & Estates

- 3276 people registered on Cumbria Choice in Furness locality
- 171 homes were re-let
- 19 properties sold under Right to Buy Scheme
- 2,473 dwellings managed by Housing Service

## Neighbourhood

11 reports of hate-related crime:

- 7 Race
- 1 Religion
- 1 Disability
- 2 Homophobic

## Complaints

Outcome	Stage 1	Stage 2
Upheld	6	0
Not upheld	10	4
Partly upheld	0	0
Rejected/withdrawn	2	0
Total	18	4