

Bromford's Performance

2013/14

Bromford exists to inspire and help both our customers and ourselves to be the best we can be.

It's here we highlight how we've done in the last 12 months.

YOUR HOME



There's been **£23m** invested in your homes. From kitchen replacements to new bathroom suites, we made over **4460** home improvements

We've completed more than **80,000** repairs, taking an average 14 days to complete them

We've also visited more than **9,000** homes to conduct a property MOT, putting minor repairs right before you need to make a call to us

We've also completed **20,000** successful safety checks on your heating systems

We've spent an average **£291** per home on repairs and because everyone needs a home tailored to their needs, we invested **£774,000** on aids and adaptations such as ramps and wet-bathrooms.

CUSTOMER SERVICES



Last year we took over

315,000

calls in our customer service team

When we answer your call, we want to make sure we give you the help you need straight away. That's why we're happy to say in **eight out of every ten** calls we sort what you need first time.



Sometimes things don't go quite as planned.

This year we received

546

complaints and issues

You'll find the things we learnt in the 'Tell us how it really is' infographic

We know that our ability to sort out serious nuisance issues is vital to you, we had **470** cases of anti social behaviour raised with us. We managed to resolve **358** cases for you without any legal intervention but in **41** cases the issue was serious enough to lead to eviction of the perpetrators

BROMFORD DEAL

We now have nearly **5,000** customers where we have started the Deal relationship; talking to people to identify their aspirations and set goals to help them move forward. The Deal means customers gain from a range of services including employment and training, building self confidence and managing money. **That's 20% of all our customers and growing every week.**

INSPIRING AND SUPPORTING PEOPLE

As well as services in our 28,000 homes, we help an additional

8,600 people through specialist support services



2,045 customers left our short term services with **87%** of their identified needs met

THAT'S A WHOPPING 11,159 NEEDS

Those needs include settled housing, new skills, improved health and being in better control of their future

Through the Bromford Deal and our support services, we helped **333** customers into work, **229** into volunteering and a further **436** were helped into training or education



WHAT YOU SAY ABOUT US

91.3% of customers from our diverse communities would recommend us to a friend

90.4% of customers would recommend their neighbourhood to a friend

