

Annual Report for Residents - The Year in Summary

For the period 1st April 2022 to 31st March 2023

Safety

100%

gas
certificates
in place

100%

fire safety
assessments
completed

98%

electrical safety
certificates in place
[due every 5 years]

Repairs

29 days

average to complete a
non-emergency repair.
Target 15 days.

99%

emergency repairs
completed to
deadline.

Fire alarms

Programme completed in June 2023 to make sure each home has a smoke alarm on every habitable floor and a carbon-monoxide alarm in any room with a fuel-burning appliance such as a gas or oil boiler.

If you think your home is not protected with a working smoke or carbon-monoxide alarm, let us know so we can fit the required alarms as a priority.

Condensation, damp and mould

This remains a priority. We will make sure no settle resident lives with ongoing condensation, damp or mould in your home. Get in touch if you have any concerns about this.

Report this online at:
[www.settlegroup.org.uk/
damp-mould-and-condensation](http://www.settlegroup.org.uk/damp-mould-and-condensation)
or call us on 0330 343 0016

Investment in homes

2020/21

£4
million

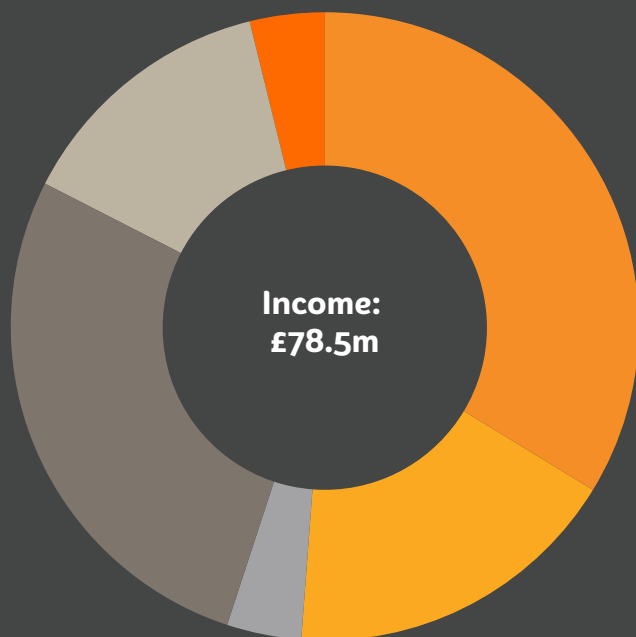
2021/22

£8
million

Last year and
expected this year

£14
million

How we spend your rent



- **£26m: Landlord Services**
Includes services to keep your home and communal spaces safe
- **£14m: Interest paid to banks and lenders**
- **£3m: Administration costs**
Includes cost of running our offices and the functions that underpin our landlord services
- **£22m: Looking after existing homes**
Includes responding to repairs and planned projects such as new boilers, front doors, kitchens and bathrooms
- **£11m: New affordable homes**
Spent on building properties and selling shared ownership homes
- **£3m: Surplus which is reinvested in homes and communities**

Listening to you

Big Door Knock

939

residents provided feedback.
Focus on shaping cost of living support.

Tenant Satisfaction Measures

First results published November 2022.

Latest updates at:

[www.settlegroup.org.uk/
tenant-satisfaction-measures](http://www.settlegroup.org.uk/tenant-satisfaction-measures)

Investment in homes

100%

homes met the Decent Homes Standard.
We expect to maintain this number this year.

677

settle homes to be made warmer through funding awarded in March 2023.

Get in touch

visit:

www.settlegroup.org.uk/contact-us

or call:

0330 343 0016