

# Residents' Annual Report Facts and figures for 2007/08



## Our stock

Homes owned on 31 March 2008

SHG Ltd	SWHA	JBHA	SHHO	<b>Total</b>
15,264	3,085	3,566	2,518	<b>24,433</b>

## Group-wide performance

The following facts and figures include SHGL/SWHA and JBHA Housing Associations.

## Investing in new homes

New homes developed during the year

Social rented	293
Intermediate/market rent	68
Low-cost home ownership	368
Outright sale	71
<b>Total</b>	<b>800</b>

## Rent charged

Average net rents per week

General homes	<b>£76.26</b>
Sheltered & supported homes	<b>£62.15</b>

Average general rents by size

Bedsit	<b>£54.40</b>
One bed	<b>£65.42</b>
Two beds	<b>£77.50</b>
Three beds	<b>£86.76</b>
Four+ beds	<b>£99.64</b>

Average sheltered/supported rents by size

Bedsit	<b>£56.61</b>
One bed	<b>£64.12</b>
Two beds	<b>£77.56</b>
Three beds	<b>£77.96</b>

## Rent and payments owed

Rent owed on 31 March 2008

General needs	<b>5.6%</b>
Supported/sheltered housing	<b>1.5%</b>
Court action taken for rent arrears	<b>177</b>
Evicted	<b>48</b>

11 home owners were evicted for not paying their rent or mortgage – the same as in 2006/07

## Repairs and maintenance

**8,240** + Emergency repairs completed

**37,599** + Routine repairs completed

**19** - Average time (hours) taken to complete emergency repairs

**14** - Average time (days) taken to complete other repairs

**92%** + Of emergency repairs were completed within target (24 hours)

**82%** - Of all other repairs undertaken were completed within target

**97.9%** - Rented homes with current gas certificates on 31 March 2008

**90%** + Of homes provided by the Group as at 31 March 2008 met with the Decent Homes standard.

+ Indicates where a performance has improved  
- or was not as good as the previous year.



## Empty homes

### Empty general homes on 31 March 2008

Overall	<b>530</b>
Available for let	<b>91</b>
Awaiting major repair/sale	<b>439#</b>

#mostly homes at Market estate in Islington that are awaiting demolition.

**– On average it took 38 days to re let our vacant general needs homes.**

### Empty sheltered/supported homes on 31 March 2008

Overall	<b>160</b>
Available for let	<b>94</b>
Awaiting major repair/sale	<b>66</b>

**– On average it took 83 days to re let our vacant sheltered/supported homes.**

## Homes we let

**We let 1023 homes, of which**

**501 were bedsit/one bedroom properties**

**522 were two/three bedroom properties**

We let no homes with four or more bedrooms during the year.

**In addition a further 414**

**Sheltered/supported lettings were made.**

## Who we rehoused

### Lettings by ethnic background (where known)

White British	<b>76.5%</b>
Asian/Asian British	<b>3.9%</b>
Black/Black British	<b>10.5%</b>
Chinese	<b>0.8%</b>
Other white	<b>5.8%</b>
Other ethnic group/mixed	<b>2.5%</b>

Of the residents that rent their homes from the Group 19% are black or from an ethnic minority background.

**19% of lettings were made to households where a member of the household was known to be disabled.**