

Value for Money

Using your feedback we produced our Value for Money Strategy. This helps us to deliver a number of improvements with the aim of managing our costs so that we can make the right decisions for our customers and services. It also ensures we make the best use of our resources, continuously reviewing and improving the way we do things, to deliver a service that meets your expectation in an equitable way.

243 of you participated in our survey to tell us whether the services you receive provide good value for money.

What did you say



81%

of you think your rent provides good value for money.



Top 3

aspects you consider when considering value for money are overall service quality, the condition of your home, and repairs.



63%

of you consider service quality to be the most important factor.



53%

of you felt that your service charge for communal cleaning and grounds maintenance did not offer good value for money.



Top 3

areas you want us to prioritise are investments in homes, improving energy efficiency to keep your home warm, and repairs.

What we're doing

- ✓ We will employ our own in-house communal cleaning team and a new window cleaning contractor from the 1 April 2025 to secure better value for money.
- ✓ We are investing £15m in improvements to homes in 2025 and in addition our internal teams will deliver kitchens, adaptations, electrical testing and gas servicing.

What we've done

- ✓ We've invested £7 million in energy-efficient home improvements and plan to match that next year, pending successful grant applications.
- ✓ We have made some improvement to our grounds maintenance service to provide better value for money. This includes extending the seasonal grounds maintenance work into early November to make up for visits missed due to weather. Our seasonal grounds maintenance team will now be with us full time and we invested in new trailers and ride-on mowers to ensure we meet our target for cuts and trims.