

customer portal, to hopefully improve in this area.





on the road to recovery Welcome to our 2021/22 annual report. It has been a year of mixed performance

recovery to continue for some time to come as additional challenges have surfaced, including the cost-of-living crisis, impacting on both the organisation and our customers. Supporting customers through this very difficult time, is a key priority for us and we are working at all levels of the organisation from Board to our operational teams to understand where our support can be most valuable. We know from speaking to customers that satisfaction has dipped during 2021/22 and that you have found it more difficult to contact us. We have a number of different improvement activities happening over the coming year, including the launch of our

for us as we began the recovery from the Covid pandemic. We expect this



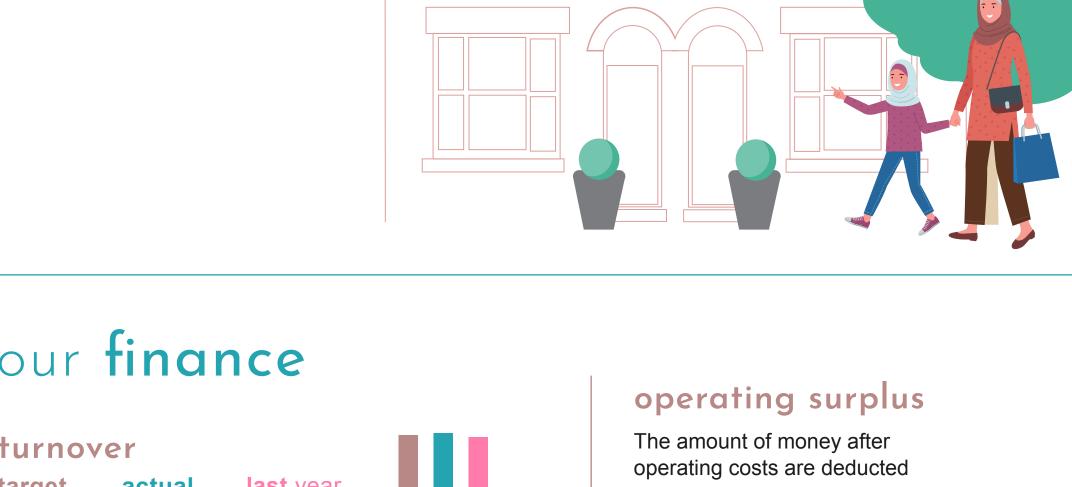
I am proud to confirm that this year, we also completed our Welsh Streets project, supporting the regeneration of the area. It is great to see the transformation of the area and to see customers so happy in their homes. Also this year, we started on site with an Extra Care scheme in Knowsley which will deliver 77 homes for older people and a development in Crosby that will deliver an additional 39 new homes.

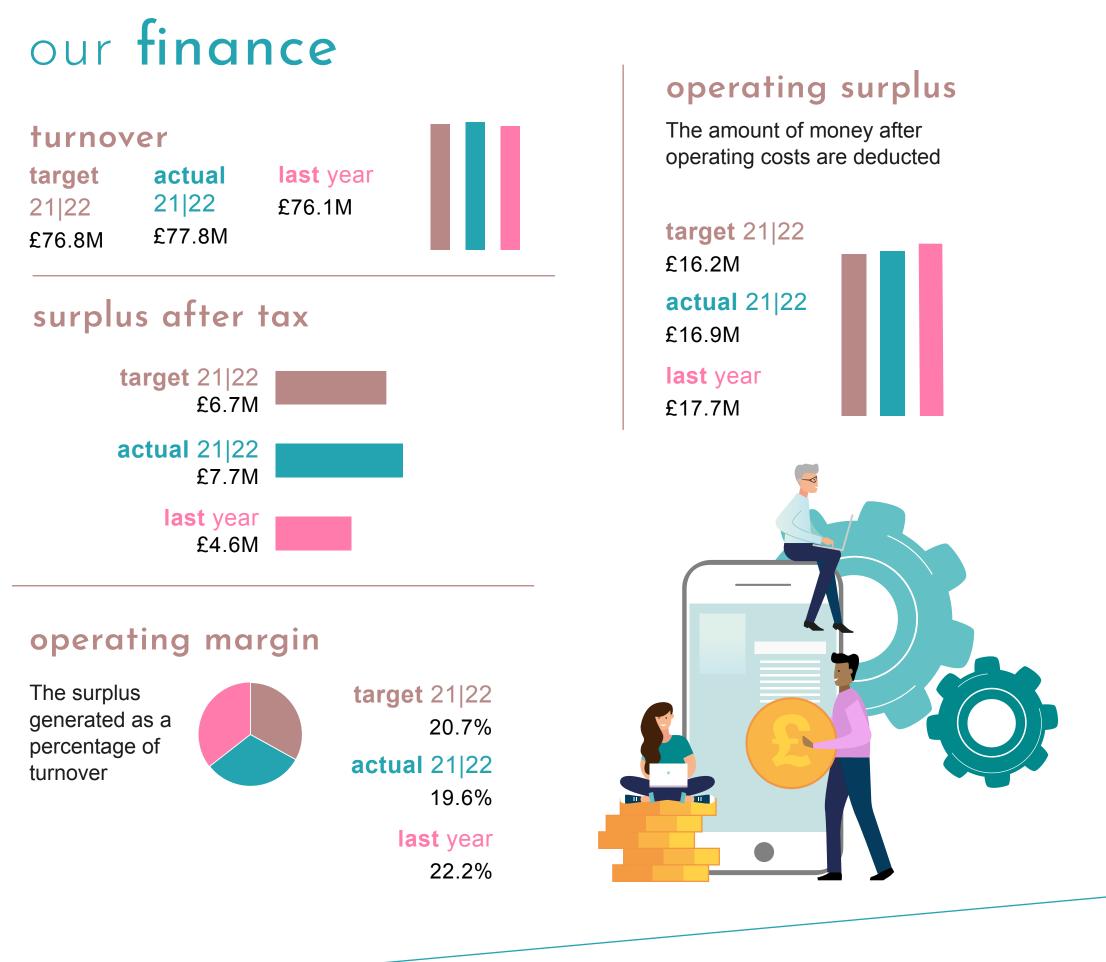
We also started a number of developments across Cheshire in Chester, Hartford, Knutsford and Crewe which will deliver 376 much needed affordable homes.

Another priority area is making our homes warmer and more energy efficient, so I am pleased that we were able to secure £1m from the first wave of the Social Housing Decarbonisation Fund to begin our programme of energy improvements. We will be submitting a further bid to the fund later this year.

Once again I'd like to thank you for your ongoing support this year and I look forward to delivering even more over the coming 12 months. Ian Reed

Chief Executive Plus Dane Housing







investment in your home



feel that we

do what we

say we will

we serviced

we received

71%

of complaints

were upheld

fire

alarms

were satisfied

with their home

[our target was 91%]

77.9%

overall

were satisfied

we completed

Assessments

we received

25.4% of

complainants

were satisfied

with the outcome

of their complaint

Fire Risk

with Plus Dane



we serviced

extinguishers

58

fire

we completed

99.94%

of gas safety

checks

we responded to

complaints within our

stated timescales

88.2% of

183 complaints compliments

LAST YEAR 50%

here when you need us

your feedback



Tackling ASB in your neighbourhood to promote safer communities we have:

possession

orders

we have

assisted with

misuse/

dealing

drug

3 suspended

were obtained

possession orders

33

offensive

behaviour /

intimidation

287

households

turned to our

emergency

fund for

support

Harassment

threatening or

89.7%

ASB cases

rate vs target

response

for **mediation** separate LAST YEAR domestic **ASB** cases abuse cases

ASB

nationality

3 Vandalism to property

3 Other / general / ASB

9 Domestic abuse

supporting our communities

cases

were referred

anti social behaviour

we managed

our winter

campaign helped

over 800 customers

to manage another

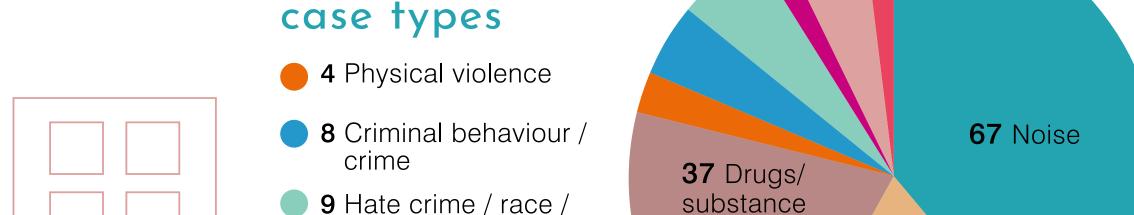
tough winter

individuals

with injunctions

were served

260



our holiday hunger

projects supported

249 children

from **89**

families



we contributed we invested over £3K to £3K in Citizens Advice social value on Halton to help community

lending a hand to our partners



our contractors, suppliers

& grants to put to our winter campaign



f in

£

we invested

in providing

partners'

over £25K

free repairs to