

# ANNUAL REPORT 2020/21 ... *in numbers*

Here's our annual report which gives information on how we performed during the financial year 1 April 2020 to 31 March 2021. We hope this is useful in terms of understanding key costs and our performance. If you've any queries or comments, please call us on (01229) 876523 or email: [housing@barrowbc.gov.uk](mailto:housing@barrowbc.gov.uk).

## Responsive Repairs



**£808,078** spent on responsive repair work:

-  **2816** were emergencies
-  **2605** were urgent
-  **2398** were routine



**£86** average cost of responsive repair



**£1,415** average cost of major repairs

**£3,801** average cost of a void repair



## Planned Maintenance Works

**£1,123,546** spent carrying out major improvements to **971** properties:



**197** central heating



**481** painting



**75** rewires



**86** roofs



**104** windows



**28** doors



**100%** properties meet Decent Homes Standard

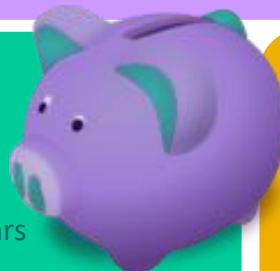


## Rents

**£82** average weekly rent

**£390,941** current tenant arrears

**0** tenants evicted for rent arrears (suspended due to Covid)



## Tenancy & Estate

**1523** people on Cumbria Choice register

**166** homes were re-let

**65.8%** properties accepted on first offer

**5** houses sold under Right to Buy Scheme

**2,534** properties managed by Housing Service



## Your Home

### Gas Safety Checks



**99.9%** properties have valid gas certificates (7 properties overdue due to tenants shielding Covid-19)

**3** warrants obtained to gain access to properties to carry out gas servicing where tenants refused access

**£240** spent on warrants



### Aids & Adaptations

**£118,863** spent on adaptations

**57** aids/adaptations completed



## Neighbourhood

**0** reports of Hate Crime

Complaints	Stage 1	Stage 2
Upheld	1	0
Not upheld	2	0
Partly upheld	1	0
Rejected/withdrawn	0	0
Total	4	0