

Housing Service Annual Report 2023/24 in numbers

Here's our annual report which gives information on how we performed during the financial year 1 April 2023 to 31 March 2024.

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@westmorlandandfurness.gov.uk

Responsive Repairs

£1,524,778 spent on 6,425 responsive repairs:

- 1587 emergencies
- 1762 urgent
- 3076 routine
- £237 average cost of responsive repair

Planned Maintenance Works

£2,430,454 spent on major improvements:

- £563,651 central heating
- £281,178 rewires
- £1,056,811 roofs
- £375,235 windows
- £153,579 repointing

100% of properties meet the Decent Homes Standard

Rents

- £88.55 average weekly rent
- £433.744 current tenant arrears
- 6 tenants evicted for rent arrears

Your Home

Gas Safety Checks

- 100% properties have valid gas certificates
- 59 warrant applications made to gain access to carry out gas servicing where tenants refused access
- £2,682 spent on warrants

Aids & Adaptations

- £283,990 spent on adaptations
- 118 adaptations carried out

Tenancy & Estates

- 2851 people registered on Cumbria Choice in Furness locality
- 225 homes were re-let
- 82.2% properties accepted on first offer
- 11 properties sold under Right to Buy Scheme
- 2,486 dwellings managed by Housing Service

Neighbourhood

- 5 reports of race-related hate crime

Complaints

	Stage 1	Stage 2
Upheld	4	0
Not upheld	6	0
Partly upheld	2	0
Rejected/withdrawn	0	0
Total	12	0