

Our customers

In order for us to provide excellent, focused services we need to know about our customers. We carefully monitor all new lettings and then analyse the results. Some of the information for our rented properties is shown here.

Total Lettings

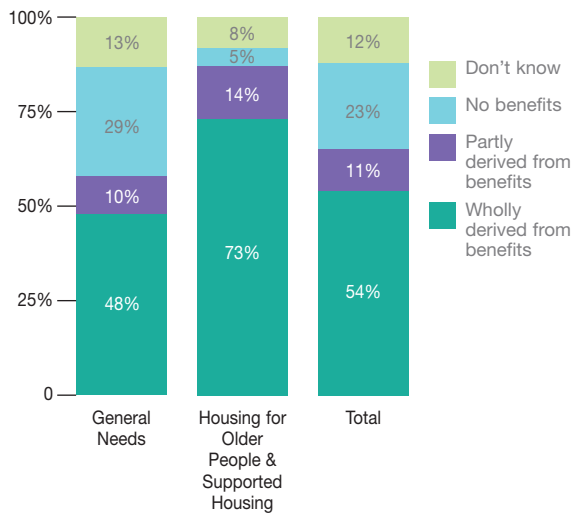
In the year we let homes to 4475 families amounting to just over 8000 people

General Needs properties	3502
Housing for Older People and Supported properties	973

% Lettings by economic status

Employed	30%
Job Seekers	16%
Retired	15%
Not seeking work	21%
Long term sick/disability	14%
Other	4%

% Sources of income



% Lettings by ethnicity

	General Needs	Housing for Older People & Supported Housing
White British	82.9%	88.3%
White Other	3.1%	3.9%
Mixed	3.5%	2.2%
Asian	2.9%	2.2%
Black	6.7%	2.4%
Other	0.9%	1.0%

% Lettings by nationality

This is new data intended to understand numbers of new customers from other parts of the EEC, in particular Eastern Europe.

UK Nationals	95.6%
Eastern Europe	1.1% ie 46 families
Other EEC	0.9%
Other	2.4%

% of household members considering themselves to have a disability

	General Needs	Housing for Older People & Supported Housing
Yes	16.4%	27.7%
No	83.6%	72.3%

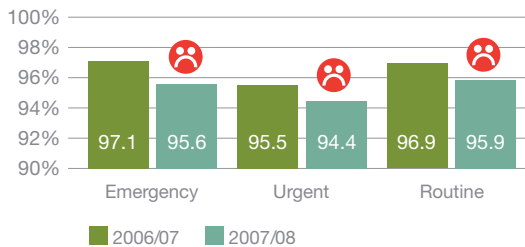
% Lettings by type of family

Older people	17.3%
Single adult	42%
2 adults	5.4%
Adults and children	31.1%
Other	4.2%

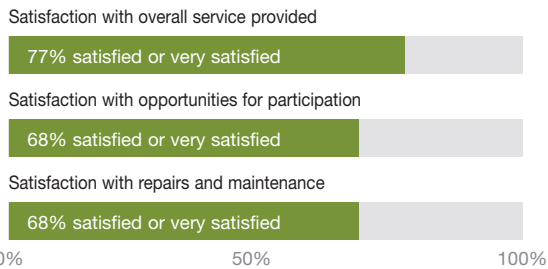
Our services

The first words of our Vision are "Great Services" and the information below shows some key measures of the services we provide to our residents. The data is for the whole of The Guinness Partnership and covers all rental property except for the Tenant Satisfaction analysis which is for General Needs housing (approximately 70% of all our properties).

% repairs completed on time



% tenant satisfaction ☹️



Decent homes standard ☹️

The Housing Corporation has set this standard that all rental properties must meet by the end of 2010. Across the Partnership excellent progress is being made towards meeting this and plans are in place to complete the work by the deadline.

- % of properties meeting DHS at end of March 2007 93%
- % of properties meeting DHS at end of March 2008 95%

Vacant Homes

The percentages of rental properties vacant at the end of March 2007 and 2008 is shown below and reflects excellent year on year improvement bringing over 350 properties back into occupation.



Current tenant arrears ☹️

	2007	2008
Year End	4.02%	3.86%

