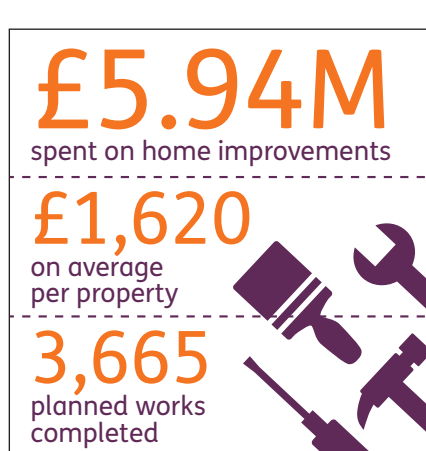
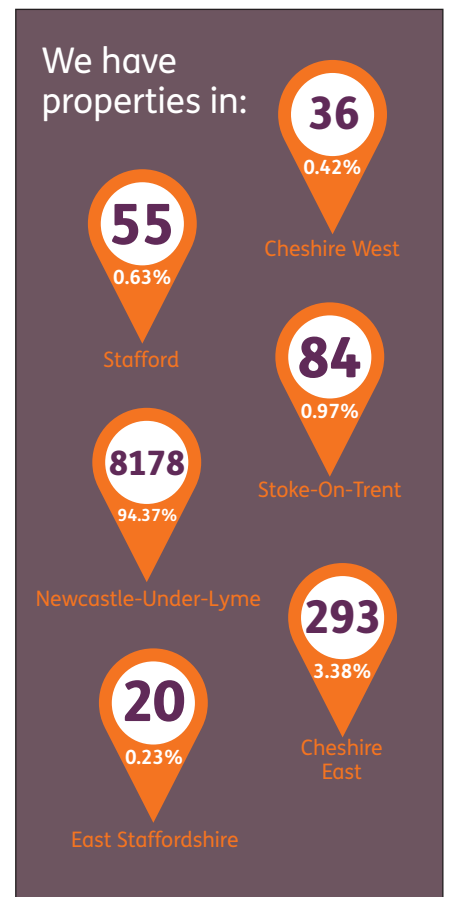
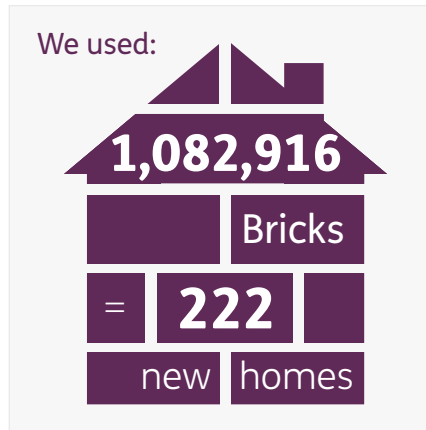
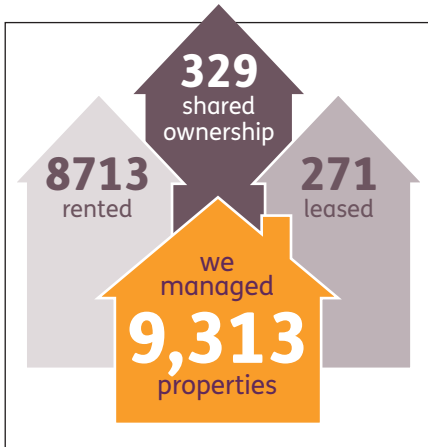


We build

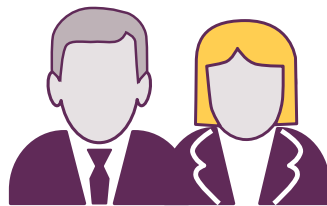
Investing in existing and new homes in Staffordshire and Cheshire



We train

Helping our customer get into training and employment

Aspire Housing employed **47 new apprentices** during 2018/2019 as part of our 10% of the Workforce Apprentice Pledge



These include **Housing Apprentices**, **Business Administration Apprentices** and **Construction Apprentices**

Employment and Skills Team – ‘Aspire to Work’ Service*



We support

Delivering excellence through customer service



We handled
118,026 calls

Monday is our busiest day
with **22%** of the weeks
calls handled



We receive **16%**
of the days calls between
9:30 and **10:30**
each Monday

We completed
34 community
walkabouts



81%

of calls handled



We have over
147 years' experience
in our contact centre

We held **14 Great Get Togethers:**



we collected over
44 tonnes of
bulky waste



and over
200 bags
of litter



Over **400 people** participated involving 17 local schools

We provided Money Advice
Services to help customers to:

52%
reduction
in rent
arrears

1194
money advice
appointments

250
drop-in sessions
provided

We
helped **362**
customers

sustain their tenancies through
tenancy support services

6380 Intensive Housing
Management visits completed



We helped our customers...

Claim £740,773
of unclaimed benefits

238 successful
charitable applications

348 food-based
hampers provided



AND
Reduce debt:
to 3rd parties by
£1.6 million

We improve

By challenging ourselves to always be better

We received **542** complaints

Hello...



76% of our complaints were either upheld or partially upheld which means our service did not meet expectations

52%

of them were about repairs and maintenance



THREE KEY AREAS

have our continued focus to **improve** our repairs & maintenance service

1 Reviewing the operating model for the repairs service!

Additional resources are being allocated to our repairs scheduling

1



2

Continuing the development of our **customer self-service website** to allow **all repair appointments** to be made online (except those requiring a contractor)

We are finalising an initiative to change the types of materials we carry on our vans, to **increase** the number of **repairs** we complete on the first visit

3

