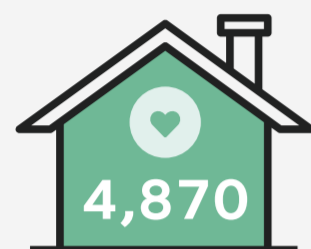


Strategic Objective 1

i To create successful neighbourhoods where people choose to live



We supported more than **4,870** households through our partnership work with Burnley Together



458 of you have received support to sustain your tenancy



78% of you were happy with the information and advice you received during recent calls with us



478 Supported Housing customers received support from the wider Calico Group

Strategic Objective 2

i To provide an excellent customer experience and unique customer offer, working with the rest of the Group



82% of you said you're happy with the service we provide



84% of you are happy with your neighbourhood as a place to live



98% of our homes are occupied



We re-developed land to create **148** new homes, and brought back to life **39** empty properties



We've supported more than **30** employment opportunities for young people through internships, apprenticeship, and Kickstarter placements

Strategic Objective 3

i To provide high quality, safe and affordable homes by investing in new developments and improving existing properties



98% of emergency, urgent, or routine repairs were completed on time



68% of you said you feel satisfied with how we deal with repairs and maintenance on your homes



76% of you said you are satisfied with the quality of your home



99.98% of our homes have a valid gas safety certificate



100% of our properties have a valid electrical certificate which is less than 10 years old. **76%** of our homes have a valid electrical certificate which is less than five years old and we are working with customers to carry out the remaining checks.

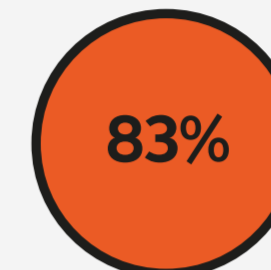


We built **221** new homes and invested in improvements on existing homes with:

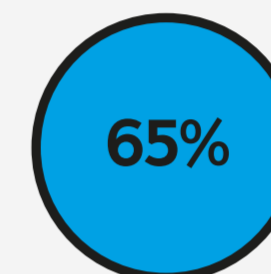
- Brunshaw externals program – **43** homes
- **351** boiler replacements
- **137** Planned roofing works
- Replaced doors and windows on **72** homes

Strategic Objective 4

i To be a strong and well governed business that provides value for money and is continually improving



83% of you said that rent charges provided value for money



65% of you were satisfied that service charges provided value for money (services charges are for anything we provide that is on top of your rent, including cleaning communal areas, grounds keeping and more)



66% of you said we listened to your views and acted upon them



We received **96** compliments, and **104** complaints. We use this feedback to help us continually improve how we do things.



We continue to retain the highest **G1/V1** rating from the housing regulator, meaning that we're well governed by our board and leadership teams, and financially well managed.

