Find out how we did in our last financial year. We set ourselves targets in some areas to make sure we give you the best service possible.

If we have met a target, these symbols show if we have:

- 😊 met it
- 😞 almost met it
- 😞 didn’t meet it

For more information email: contactus@thh.org.uk
Money

Money from the Council: £91.6m

- Expenditure: £91.6m
- Major works: £26.2m
- Planned & cyclical maintenance: £3.3m
- Estate services: £9.4m
- Housing management: £8.8m
- Other direct costs: £11.6m
- Leasehold services: £2.4m
- Repairs & maintenance: £16.7m
- Fire safety: £2m

Tenancy

- Total number of lettings: 520
- Tenancies accepted on first offer: 73%
- Mutual exchanges: 27
- Successful fraud prevention cases: 60
- Average number of days to let homes: 23

Repairs

- Repairs completed on time: 96.3%
  Target: 98.5%
- % repairs completed right first time: 86%
  Target: 83%
- Satisfaction with the way repairs were dealt with: 92%
  Target: 91%
- Repairs & maintenance: £16.7m

Neighbourhood & community

- Number of anti-social behaviour (ASB) cases: 977
- ASB cases resolved successfully: 96%
  Target: 90%