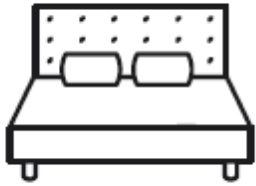


Tenant Services Annual Report

**2018
2019**



Number of tenants paying 'bedroom tax'
248

Total income
£22,267,309



Income collection rate
(Target 98.8%)
98.88%

We've spent this much on....

Gas/central heating systems
£596,174



Kitchens
£405,577



Bathrooms
£543,804



Doors
£95,8364



Roofing & external works
£2,775,144.14

Windows
£394,856



Disabled adaptations
£717,262

Total number of sheltered units
790

Number of new tenancies allocated
385

Number of evictions
Evictions due to:
ASB - 1
Rent arrears - 18
19

Total number of properties
5043



75% of repairs completed on time

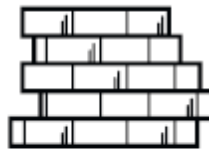
Target 98%

The poor performance has supported our decision to bring the repairs and maintenance service in-house. See page 12 and 13 for more information.



3633

Number of households on the property waiting list



Number of new properties built
3

77 days

Empty property turnaround (major)

Target 53 days

22 days

Empty property turnaround (minor)

Target 22 days

Number of homes sold Right to Buy
26

99% of gas services in date by year end



STROUD DISTRICT COUNCIL