

# Annual Report *Innisfree*

## 2023 to 2024



## Welcome to Innisfree's Annual Report to Tenants 2023/24

*The year covered by this report is the first full in which we have tracked your perception of our services using the now compulsory Tenant Satisfaction Measures. Here, we report on those measures and other information we hope you find interesting. Where our performance is not as good as we would like, we are taking action to improve.*

### Delivering for tenants



# 88%

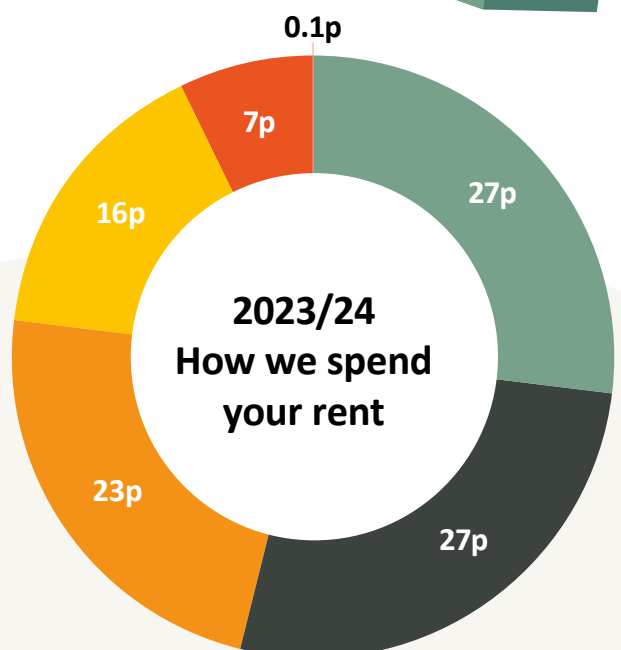
of respondents say they are satisfied with the overall service they receive from us.

## 2023/24 Budget by cost type

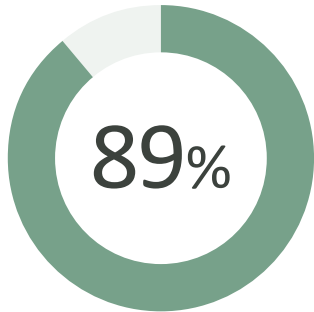


Spend Type	Amount	Spend
Management Costs	£0.27	£1,212,221
Repairs and maintenance	£0.27	£1,180,272
Interest	£0.23	£1,006,882
Home improvement works	£0.16	£707,091
Service Charge Costs	£0.07	£333,761
Bad Debts	< £0.01	£11,335
		<b>£4,451,562</b>

- Management costs
- Repairs and maintenance
- Interest
- Home improvement works
- Service charge costs
- Bad debts



## Keeping you safe in your home



of respondents are satisfied that their home is safe

100%  
Gas safety checks completed

100%  
Fire risk assessments completed

100%  
Legionella assessments

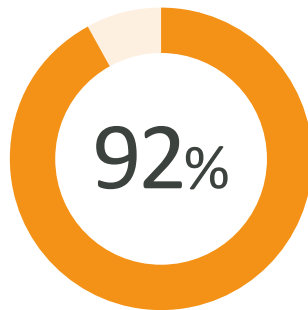
100%  
Asbestos management surveys or re-inspections carried out

100%  
Lift safety checks completed

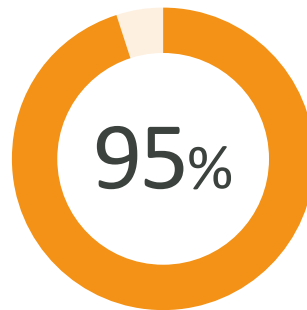
## Looking after your home



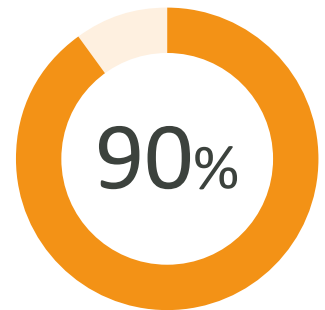
of our homes meet the Decent Homes Standard.



of respondents are satisfied that their home is well maintained.



of respondents who had a repair done in the last 12 months are satisfied with the overall repair service.



of respondents who had a repair done in the last 12 months are satisfied with the time taken to complete their most recent repair.

99.2%

Proportion of non-emergency repairs completed within our target timescale.

100%

Proportion of emergency responsive repairs completed within our target timescale.

77%

Proportion of respondents with communal areas who are satisfied that Innisfree keeps that area clean and well maintained.



## Replacement works 2023/24

Our stock Investment programme for 2023/24 has been successfully completed with 60 homes having received replacement components this year. Some of the works covered by our £707,091 spend are listed below.

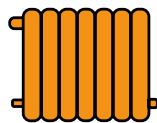
- ✓ 15 kitchen replacements
- ✓ 3 kitchen & heating/boiler replacement
- ✓ 3 kitchen & bathroom replacements
- ✓ 1 kitchen, bathroom & heating/boiler replacement
- ✓ 18 bathroom replacements
- ✓ 6 window replacements
- ✓ 9 heating/boiler replacements
- ✓ 1 kitchen/windows
- ✓ 3 boiler/heating /windows
- ✓ 1 bathroom/heating



23  
Kitchens



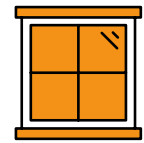
23  
Bathrooms



17  
Heating



16  
Boiler

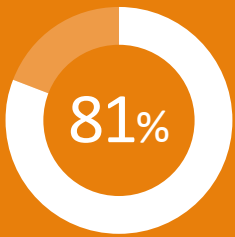


10  
Windows

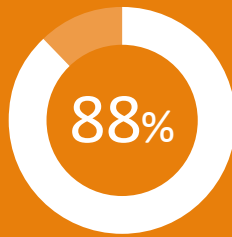


## Our Services

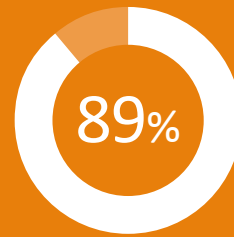
### Listening to you and acting on what you say



81% of respondents are satisfied that Innisfree listens to tenant views and acts upon them.



88% of those who are satisfied that Innisfree keeps them informed about things that matter to them.



89% of those who agree that Innisfree treats them fairly and with respect.

### Handling complaints

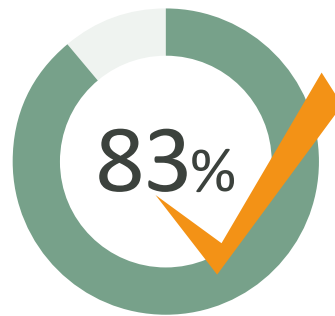


100% of stage one and stage two complaints were handled within the Housing Ombudsman's Complaint Handling Code timescales.



36% of residents who made a complaint in the last 12 months said they were satisfied with our approach to handling complaints.

### Your community



83% of respondents said they are satisfied that Innisfree makes a positive contribution to their neighbourhood.

