
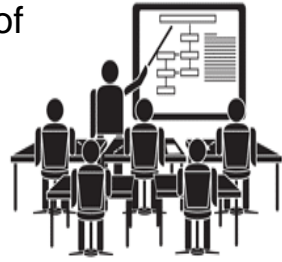





PHOENIX AREA



 Number of complaints received: **176**
Average time to resolve a complaint- **27 days**

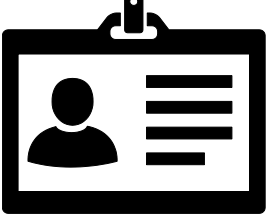
Number of training places offered: **785**  Number of Phoenix residents now employed following training or support by Phoenix: **18**

Average rent - 2 bedroom: **Social rents: £99.40**
Affordable rents: £162.38


Number of leaseholders in arrears: **103**  Tenant Rent arrears at the end of 2019-20: **£1,593, 837**

Number of tenants in arrears at the end of 2019-20: **2,364**

Number of events for residents: **14**

% of unique Households engaged: **10.56%**  Members at the end of 2019-20: Shareholders: **3579**, Gold: **3574**


Average time to complete responsive repairs: **7.85 days**  Repairs completed: **21,943**

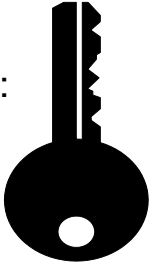
 Number of abandoned vehicles resolved: **100**

Number of young Phoenix residents (Phoenix Futures) attending young people activities: **16**




Right to buy & Right to acquire completions: **10** 

 Number of open cases at end of 2019-20: **100**
Satisfaction with the way Phoenix dealt with ASB cases :**58%**



Existing Homes re-let: **163**
New Homes: **16**  Long term void Homes that were empty at the end of period: **30**

Number of fly-tipping cases reported : **2583**
Collected **622Tonnes** 

Leasehold major works total arrears balance at the end of 2019-20: **£661,618.67** 



Community Links

Property size and type		Studio	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	Total
 (Houses)	Tenant		9	1165	1668	127	4	1	2,974
 (Flats)	Tenant	89	1194	768	340	32	1	0	2,424
	Leaseholder	42	294	323	175	17	0	0	851

2019-20: PERFORMANCE



PHOENIX AREA



6168 current tenancies with
14,138 people living in Phoenix properties

2019-20 Our People

 Age	 Disability
 Ethnicity	 Gender
 Marital Status	 Religion
 Sexual Orientation	



	Lead Tenant	Joint Tenant	Dependant (Under 18's)	Non-Dependant (18+)
Gender	Female: 66% Male: 34%	Female:66% Male: 34%	Female:48% Male: 52%	Female:42% Male: 58%
Average Age	52	56	10	31
Ethnicity - White	55.4%	64.2%	30.1%	49.6%
Ethnicity - Mixed	3.7%	1%	10.4%	4.8%
Ethnicity - Asian	3%	7.2%	5%	5.6%
Ethnicity - Black	32.6%	21.6%	49.8%	33.9%
Ethnicity - Other	3%	5%	4.1%	5.4%
Ethnicity -Unknown	2.4%	1%	0.6%	0.7%
4,353 tenants told us about their disability				
4,826 tenants told us about their marital status				
3,876 tenants told us about their religion				
3,496 tenants told us about their sexual orientation				