

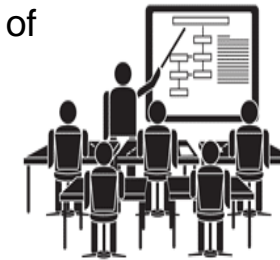


PHOENIX AREA - Community



Number of complaints received (stage 1&2): **252**
Average time to resolve a complaint: **38 days**

Number of training places offered: **493**



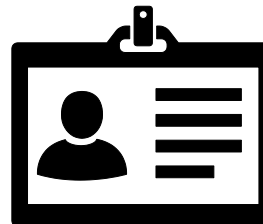
Number of Phoenix residents now employed following training or support by Phoenix: **7**



Number of open cases considered by Housing Ombudsman at the end of 2020-21: **5**

Number of events for residents: **9**

% of unique households engaged in events or activities: **9.84%**



Members at the end of 2019-20: **3568**, Gold: **3563**



Number of abandoned vehicles resolved: **48**



Overall satisfaction with how complaints were handled: **40%**

Number of digital devices provided to support those in the Phoenix area: **141**



Number of fly-tipping cases reported: **3033**
Collected **867 Tonnes**



Number of Phoenix residents accessing mental health or well being guidance or support: **22**



Community Links



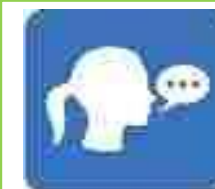
Number of open cases at end of 2020-21: **138**
Satisfaction with the way Phoenix dealt with ASB cases :**60%**



Number of trees planted in 2020-21: **50**



Overall satisfaction with caretakers performance: **88.74%**



Overall satisfaction with Phoenix as a landlord: **80.15%**

2020-21: PERFORMANCE



PHOENIX AREA – Property & Development



Total Number
of land
acquisitions:
1



Total number
of sales
(land or
properties):
0

% of residential properties with a landlord
gas safety check at the end of 2020-21:
97.72%

Average time to
complete
responsive
repairs: **6.05 days**

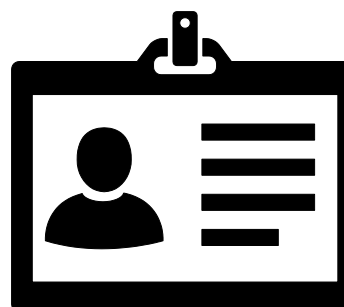


Repairs
completed:
18,932

Number of new
build homes
completed: **30**



% of blocks with
shared cold
water supply
and summer
time inspection
certificate less
than 12 months
old: **99.12%**



% of residential
properties with a
electrical inspection
within past 10 years
at the end of 2020-21:
99.18%

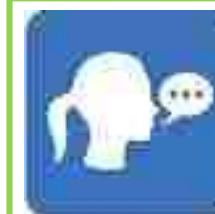
% of Repairs
completed as
an emergency:
30.95%



Number of
new build
homes on
site at the end
of 2020-21: **48**



% of residential properties
with an Asbestos Re-
inspection in the previous two
years: **99.13%**



% Overall satisfaction with last
responsive repair (day to day,
urgent and emergency):
88.88%

Right to buy &
Right to acquire
completions: **11**



100% properties achieved Decent Homes
Standard

Number of
disrepair cases
open: **39**



2020-21: PERFORMANCE



PHOENIX AREA - Housing

Average rent - 2 bedroom:

Social rent: £102.18

Affordable rent: £177.92

Number of leaseholders in arrears: **76**



Tenant Rent arrears at the end of 2020-21: **£1,844,688**

Number of tenants in arrears at the end of 2020-21: **2,062**

Leasehold major works total arrears balance at the end of 2020-21: **£430,605.66**



32 Standard voids

33 Long Term

8 New Build

VOIDS at year end

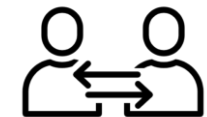
4 At Hazelhurst

7 Purchase and Repair

91% of new tenants satisfied with the lettings process



Number of Mutual Exchanges completed: **8**



Existing Homes re-let: **106**
New Homes let: **22**



Homes let at Hazelhurst: **3**


Number of evictions: **0**



39 live cases of hoarding at the end of 2020-21



Number of cases being investigated for tenancy fraud at the end of 2020-21: **40**

Property size and type		Studio	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	6 Bed	Total
 (Houses)	Tenant	0	9	1157	1660	130	4	1	2961
	Tenant	89	1133	754	334	32	1	0	2343
(Flats)	Leaseholder	42	293	323	174	17	0	0	849

2020-21: PERFORMANCE



PHOENIX AREA - People



5974 current tenancies with
13,014 people living in Phoenix properties

2020-21 Our People



	Lead Tenant	Joint Tenant	Dependant (Under 18's)	Non- Dependant (18+)
Gender	Female: 71% Male: 29%	Female: 63% Male: 37%	Female: 47% Male: 53%	Female: 43% Male: 57%
Average Age	54	57	11	31
Ethnicity - White	48.8%	44.4%	23.7%	30.4%
Ethnicity - Mixed	3.4%	0.7%	8.3%	3.2%
Ethnicity - Asian	2.6%	4.1%	3.9%	3.4%
Ethnicity - Black	29.4%	14.4%	41.5%	21.8%
Ethnicity - Other	2.6%	3.5%	3.5%	3.3%
Ethnicity - Unknown	11.4%	32.5%	19.0%	37.9%
44% tenants told us about their disability				
68% tenants told us about their marital status				
62% tenants told us about their religion				
64% tenants told us about their sexual orientation				