



Annual Report 2021 | 22

on the road to recovery

Welcome to our 2021/22 annual report. It has been a year of mixed performance for us as we began the recovery from the Covid pandemic. We expect this recovery to continue for some time to come as additional challenges have surfaced, including the cost-of-living crisis, impacting on both the organisation and our customers. Supporting customers through this very difficult time, is a key priority for us and we are working at all levels of the organisation from Board to our operational teams to understand where our support can be most valuable.

We know from speaking to customers that satisfaction has dipped during 2021/22 and that you have found it more difficult to contact us. We have a number of different improvement activities happening over the coming year, including the launch of our customer portal, to hopefully improve in this area.

I am proud to confirm that this year, we also completed our **Welsh Streets project**, supporting the regeneration of the area. It is great to see the transformation of the area and to see customers so happy in their homes. Also this year, we started on site with an **Extra Care scheme** in Knowsley which will deliver **77 homes for older people** and a development in Crosby that will deliver an additional **39 new homes**.

We also started a number of developments across Cheshire in Chester, Hartford, Knutsford and Crewe which will deliver **376** much needed **affordable homes**.

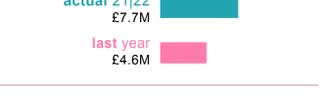
Another priority area is making our homes warmer and more energy efficient, so I am pleased that we were able to secure **£1m** from the first wave of the **Social Housing Decarbonisation Fund** to begin our programme of energy improvements. We will be submitting a further bid to the fund later this year.

Once again I'd like to thank you for your ongoing support this year and I look forward to delivering even more over the coming 12 months.

Ian Reed
Chief Executive
Plus Dane Housing



our finance



operating surplus

The amount of money after operating costs are deducted



investment in your home



helping our customers into homes



what our customers said



our repairs service



keeping you safe



your feedback

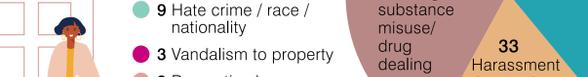


here when you need us



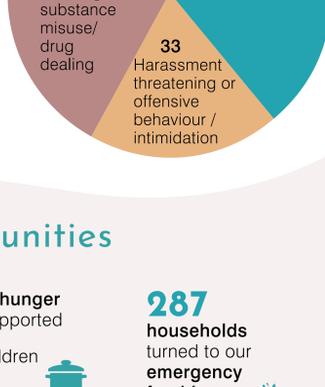
anti social behaviour

Tackling ASB in your neighbourhood to promote safer communities we have:



ASB case types

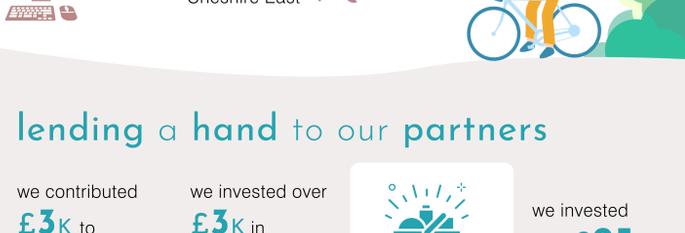
- 4 Physical violence
- 8 Criminal behaviour / crime
- 9 Hate crime / race / nationality
- 3 Vandalism to property
- 9 Domestic abuse
- 3 Other / general / ASB



supporting our communities



helping people back into work



lending a hand to our partners



working with our contractors

