

Last year, Brent Housing Management achieved the following to improve your home, neighbourhood and customer experience.



HIGHLIGHTS



Of residents were satisfied with the repairs service



Invested in adaptations to make homes accessible



Estate cleaning now back in house and improving

CONTACTING US



53,875

Calls answered through our contact centre

HAVING YOUR SAY



108

Engagement events and opportunities

OUR RESPONSE TO COVID-19



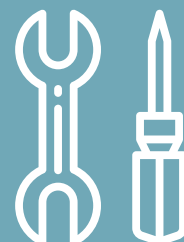
204

Additional households helped who had fallen into arrears



100%

Maintained a full estate caretaking cleaning service throughout lockdown



92%

Maintained a full repairs service throughout lockdown and saw satisfaction rise to 92%



38,076

Repairs carried out



431

New roofs were installed



21

New kitchens



19

New bathrooms



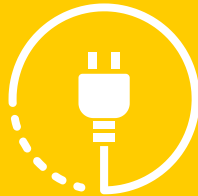
497 & 45

Homes Blocks
Received a full re-furbishment



£3.5M

Investment in fire safety



655

Electrical safety checks



1147

Fire risk assessments completed



8100

Properties checked for gas safety

YOUR NEIGHBOURHOOD



695

New Council Homes on site of our targeted 1,000



34

New Council homes completed for Brent residents



£320K

Invested into estate improvements



481

Successfully resolved cases of anti-social behaviour



162

Completed signups for new Council tenants



542

Redecorated homes and blocks