



























## Our performance

	2019/20	2018/19
 Percentage of tenants satisfied, or very satisfied with repair work	98%	98%
 Number of calls handled by Cyswllt Cynefin, our customer service centre	56,195	60,975
 Number of calls answered within 30 seconds	94%	99%
 Number of Facebook messages	892	1,200
 Emails received by Cyswllt Cynefin	7,344	7,000
 Number of staff employed	257	246
 Number of full time equivalent staff	206	195
 Number employed by Canllaw and Conwy & Denbighshire Care & Repair	43	38
 Number of days to let a property	26	31
 Number of properties let to tenants	384	374
 Percentage of our homes that passed the Welsh Housing Quality Standard subject to acceptable fails	100%	100%
 Number of new properties added to our stock	78	106

 Number of new bathrooms fitted	41	84
 Number of new kitchens fitted	37	56
 Number of new boilers fitted	87	101
 Financial gains for our tenants through the work of our Welfare Team	£938,347	£985,000
 Percentage of emergency repairs completed within 24 hours	99%	97%
 Number of people helped by Conwy & Denbighshire Care & Repair & Canllaw (adaptation work)	7,643	7,401
 Average cost of a repair	£135	£132
 Number of service users supported by Gorwel's domestic abuse and homelessness prevention services	1,701	1,525
 Percentage of tenants who have been with us more than 10 years	40%	37%
 Percentage of our properties with gas had received the annual inspection by anniversary date	99.9%	99.8%
 Percentage of rent loss due to arrears	3.01%	3.1%
 Number of new anti-social behaviour cases	562	433
 Number of requests for repair work	14,361	14,946
 Percentage of repairs completed within target time	92%	90%