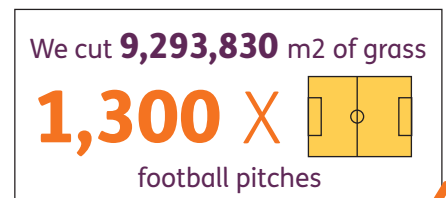
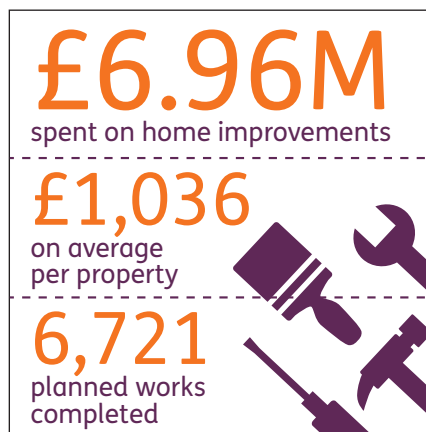
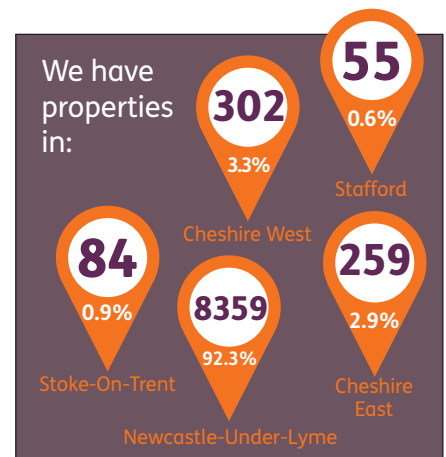
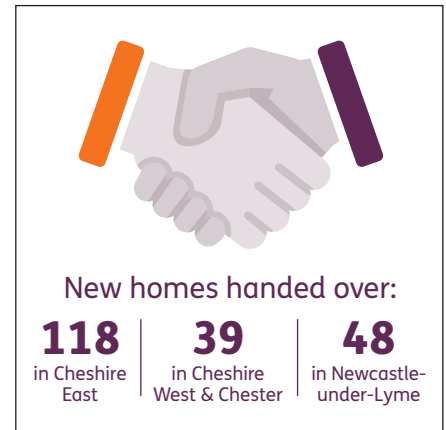
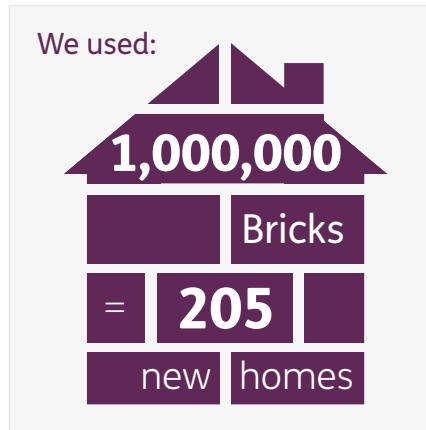
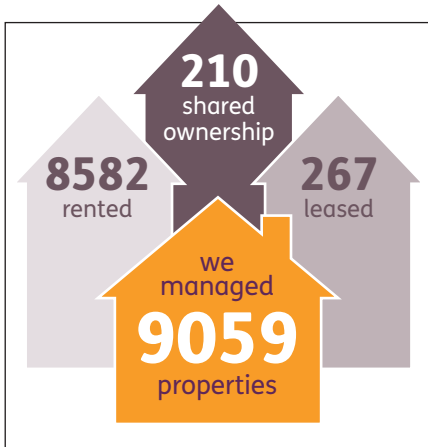


We build

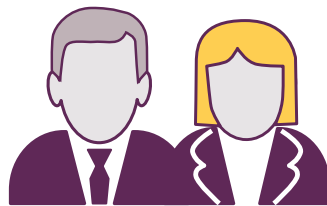
Investing in existing and new homes in Staffordshire and Cheshire



We train

Helping our customer get into training and employment

Aspire Housing employed **52 new apprentices** during 2017/2018 as part of our 10% of the Workforce Apprentice Pledge



These include **Housing Apprentices**, **Business Administration Apprentices** and **Construction Apprentices**

Employment and Skills Team – ‘Aspire to Work’ Service*

173
Aspire Housing customers progressed into training, volunteering or employment

117
Aspire Housing customers progressed into work after receiving support through it's Aspire to Work programme

45
Aspire Housing customers accessed training

97%
customer satisfaction against a target of 90%

We support

Delivering excellence through customer service



We handled **128,928 calls**

Monday is our busiest day with **25%** of the weeks calls handled



We receive **17%** of the days calls between **9:30** and **10:30** each Monday

We completed **37 community walkabouts**



81% of calls handled



We have over **142 years' experience** in our contact centre

We held **14 Great Get Togethers:**



we collected over **46 tonnes of bulky waste**



and over **210 bags of litter**



Over **274 people** participated involving 17 local schools

We provided Money Advice Services to help customers to:

40% reduction in rent arrears

1412 money advice appointments

250 drop-in sessions provided



We helped **308 customers** sustain their tenancies through tenancy support services

7100 Enhanced Housing Management visits completed

We helped our customers... Claim **£488,000** of unclaimed benefits

186 successful charitable applications

304 food-based hampers provided

1159 community living advice & information sessions held

Loan shark award for our work in our communities

AND Reduce debt: to 3rd parties by £1,5 million



We improve

By challenging ourselves to always be better

We received **208** formal complaints



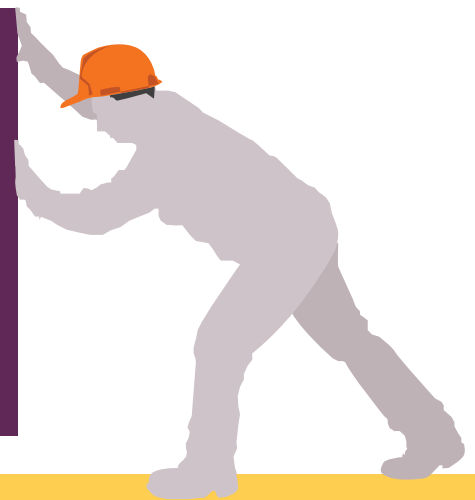
63% of our complaints were upheld which means that our service did not meet expectations



The Business Strategy **highlights some priorities** in this area that are being worked on, **2** of them are:

1

Reviewing the operating model for the repairs service



Continuing the development of our customer **Self-service website** to increase the **repair services bookable online** and **extend the available appointment slots for repairs**



2