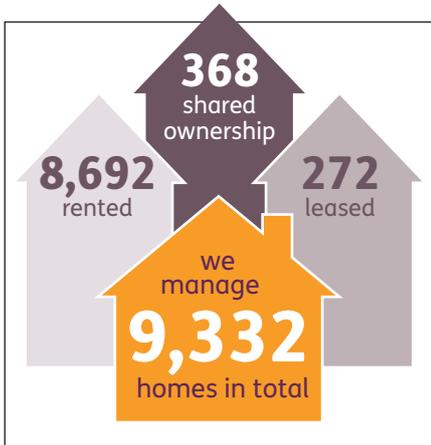
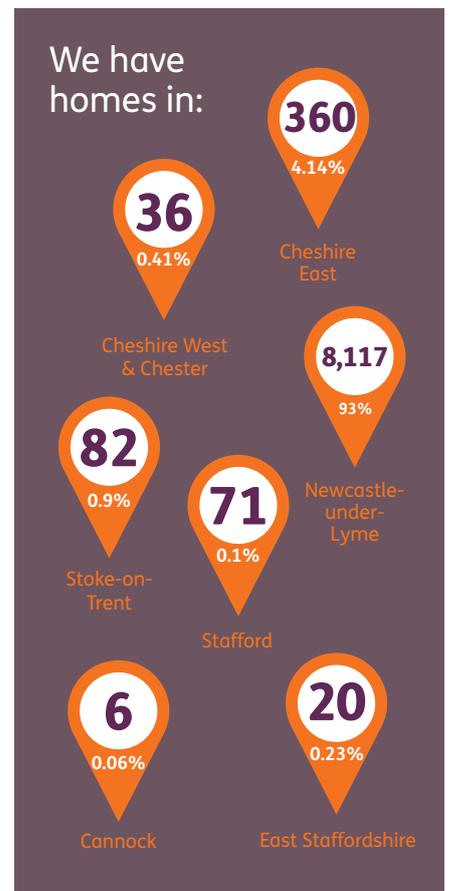


We build

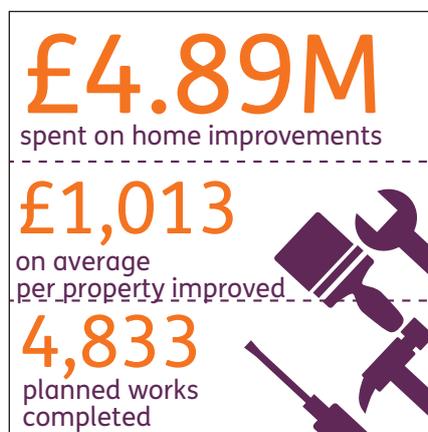
Investing in existing and new homes in Staffordshire and Cheshire



Helped 60 households onto the property ladder with new shared ownership properties. 5 customers reached 100% ownership.



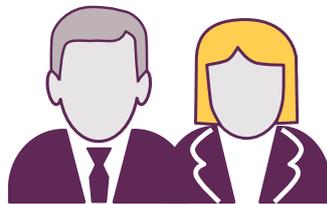
99.9%
of our homes meet the Government's Decent Homes Standard!



We train

Helping our customers get into training and employment

Aspire Housing employed **21 new apprentices** during 2019/2020 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



We support

Delivering excellence through customer service



We handled
91,167 calls

Monday is our busiest day
with **24%** of the week's
calls handled



We receive **28%**
of the day's calls between
9:00 and **11:00am**

90%
answered
& actioned



We have over
130 years' experience
in our contact centre

We provided Money Advice
Services by:

54%
reduction
in rent
arrears

1,161
money advice
appointments

468
drop-in sessions
provided

We held **10 Great Get Togethers:**



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



and over
**182 bags
of litter**



393 people participated including 11 local schools

We held **4** health
events that **200**
customers attended



We
helped **386
customers**

sustain their tenancies through
support services

6,980 Enhanced Service
visits completed



We helped our customers...

Claim £385,194
of unclaimed benefits

We prevented
homelessness for **42**
people who were at risk
of **eviction**



AND
Reduce debt:
by **£534,765**

We improve

By challenging ourselves to always be better

We received **627** complaints



73% of our complaints were upheld which means our service did not meet expectations



chat 2
aspire

We spoke to **1,600** customers and visited **274** streets over two weeks.

From these conversations we have produced

Our Promise, Engagement Commitment and Our Communication Promise.

More information about these can be found at www.aspirehousing.co.uk



We improved complaints average response time

to **9** days compared to last year's 17



We held the **biggest engagement event in 10 years** where you told us how you wanted the service to **improve**

