

RESIDENTS ANNUAL REPORT

2016-2017

VOLUNTEERS



49 community volunteers delivered **5,536** hours of service.

Rooftop contributed an average of **40p** for each hour volunteered



Their expenses amounted to **£2,193**



COMMUNITY FUND

Young People's Fund

5

Successful Young People's applications

Value of successful applications

£1295.25

8

**SUCCESSFUL
COMMUNITY
FUND
APPLICATIONS**

Community Fund

Value of successful applications

£2205.77



119 queries were resolved in **5 days** against a target of **8 days** preventing escalation of complaint.



266 the total of new people were recorded as attending an event or activity.

59 of these were MOTs

ONE large scale review was undertaken on the Cost Sharing Vehicle (Repairs)

14

Customer Panel members

12

Attendees to customer training topics.

7

Members assisted with CSV meetings and follow up quality inspections on selected jobs

14

Independence at Home members

14.4

days void turnaround time

3.05%

arrears as a % of debit

100.4%

rent collected

In November 2016 a training session on Regulation and Standards was held for **10** potential members; **5** were appointed to the **REP**.