

## OUR HOMES

★★★  
Standard Assessment Procedure (SAP)  
rating of our homes from **72.2 to 73.8**  
(target 73%)

REPAIRS and MAINTENANCE satisfaction **91%**  
(target 92%)

**100%** of homes have a valid **GAS SAFETY CERTIFICATE**

Over **£60** million invested in our homes over the last **4 years**

**735** NEW HOMES BUILT  
(target 675)  
A further **1167** on site

**132** NEW shared home owners

**0.92%** OF STOCK (134 HOMES) VACANT AND AVAILABLE TO LET  
(target 0.64%)

## OUR CUSTOMERS

**132,617** calls handled by Fortis Connect

**91.2%** answered 'right first time'  
(target 80%)

**100%** SATISFACTION WITH OUR FALLS RESPONSE SERVICE  
(target 95%)

Customer satisfaction with neighbourhoods **84.4%**  
(target 90%)

**83.5%** satisfaction with landlord services  
(target 87%)

**90.5%** satisfied with REPAIRS CALL HANDLING  
(target 90%)

**10,806** HOURS OF HOUSING RELATED SUPPORT TO **47** YOUNG PEOPLE

**231** COMPLAINTS (164 Justified)  
**341** COMPLIMENTS  
**53.7%** SATISFIED with the complaint process

SPONSORSHIP **£6,532** for local groups  
**£3,508** for customers

SMILE FUND SUPPORT FOR **16** CUSTOMER-LED LOCAL IMPROVEMENT PROJECTS

**2,342** DIGITAL SESSIONS AND HOME VISITS TO HELP CUSTOMERS GET SAFELY ONLINE

**2,356** Welcomed at our community and customer engagement activities  
**99.1%** of our older customers satisfied with SUPPORT SERVICES  
(target 95%)

Recruited **46** volunteer DIGITAL champions

## OUR BUSINESS

**47.1%** operating surplus against a target of **40%**

**G1/V1** rating from the SOCIAL HOUSING REGULATOR

Customer satisfaction with rent as **★★★★**  
**VALUE FOR MONEY**  
**87.9%**  
(target 87%)

HELPED **150** CUSTOMERS with debt prevention advice

**559** ADVISED CUSTOMERS ON HOME ENERGY SPENDING AND HELPED THEM SECURE OVER **£70,000** IN ENERGY GRANTS

SUPPORTED **77** PEOPLE INTO WORK

Secured over **£2.25m** in BENEFITS for customers

Current tenant arrears **2.59%**  
(target 2.45%)

MANAGEMENT cost per home **£1,008**  
(target £1,000)

MAINTENANCE cost per home **£1,495**  
(target £1,600)

## OUR CULTURE

**73%** satisfied with Fortis as an employer  
(target 72%)

**14** DIVERSITY CHAMPIONS  
E A C H FOCUSING ON A DIFFERENT DIVERSITY STRAND

CUSTOMER satisfaction **83.5%**  
(target 85%)

SUPPORTED **32** WORK EXPERIENCE STUDENTS

**10** TEAMS SHORTLISTED FOR REGIONAL AND NATIONAL AWARDS

**2** ENTERPRISE ADVISORS to support schools to develop career plans for students

## OUR GROWTH

FORTIS PROPERTY CARE net profit **4.3%**  
(target 4.1%)

FPC **4.7** Job completions per person per day  
(target 4.5)

**NEW** MULTI-MILLION POUND OFFICE DEVELOPMENT WORK STARTED ON-SITE

**IS09001** accreditation