

## **What's been happening in South & Central Region 2020/21?**

- We made 651 calls to customers on Universal Credit.
- We made 461 calls to customers in response to the Customer Experience Survey.
- Our Income Maximisation team secured £419,554.70 for our customers through our Money Advice service.
- Through our 2020/21 planned works, we have delivered 1,621 improvements (54 kitchens, 50 bathrooms, 299 windows, 310 doors, 449 heating and boilers, 12 roofing, 447 cyclical decoration).
- 12 customers have moved on from supported accommodation to independent living within our social housing properties (10 customers moved in the South and 2 in the Midlands).
- 234 customer surveys have been completed as part of integrating customer feedback into our neighbourhood plans.
- 3 digital customer hubs have been launched with a total of 151 members joining. 63 customers (42%) are part of the London hub, 32 customers (21%) are part of the Central hub and 56 customers (37%) have joined the South East hub.
- We have provided additional funding of £10,000 to deliver a sports-based project in partnership with SportInspired for our younger customers in Kent.
- We have developed and delivered 187 new homes across the Midlands – 136 are rented and 51 are shared ownership homes.
- Together with Compendium we have delivered 12 new homes in Derby as part of the Castleward Regeneration Scheme. Phase 3 is now underway.