

How we did in 2020

Pobl Homes and Communities manage 11,598 homes across South Wales with over 24,900 customers.

2020 was a little different to normal, the information below shows what we got up to.



Trust is really important to us, in 2020 our customer trust score ranged from 74% to 80%. We'll be working hard to increase our customer trust levels in 2021.



We resolved 1,080 anti-social behaviour cases and worked with a range of other agencies to help support those involved.



We completed 7,620 fire safety checks in our communal areas and gave advice to customers on potentially dangerous situations.



Our Pobl Solutions Team have taken 113,210 calls.



We supported 992 customer to move into a Pobl home.



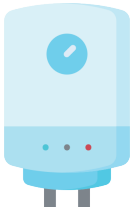
We received 556 complaints and we learned that our customers would like us to focus on improving our communication, particularly with our repairs and appointments. This will be something that we will focus on improving in 2021.



We listened a lot in 2020, over 4,000 customer shared their feedback on topics ranging from our new affordable rent approach to our estate maintenance.



We had over 800 customers access an extra £1.2million in welfare benefits, grants and extra support from their utility providers with the support and advice from our teams.



Thank you to everyone who let us in to complete our essential safety checks. These checks help keep our customers safe, we completed 11,567 gas safety checks and 1,263 electrical safety checks last year.



Our Pobl trades team completed 31,540 repairs with customers giving an average satisfaction score of 8.7 out of 10!



We evicted 0 customers.



During lockdown we spoke to over 5,000 of our customers to provide additional support.



We built 470 new homes across South Wales. These homes were available to socially rent, buy through shared home ownership, or purchase outright.



Assisted community members across south Wales to help their neighbours through vital community pandemic response actions, helping to secure £70,000 towards providing food, emotional support, activities for wellbeing, free school meal and medication delivery.

