

How we did in 2021

Pobl Homes and Communities manage 11,859 homes across South Wales with over 25,000 customers.

The information below shows what we got up to.



Trust is really important to us, in 2021 our customer trust score was 72.30%. We'll be working hard to increase our customer trust levels in 2022.



We completed 7,788 fire safety checks in our communal areas and gave advice to customers on potentially dangerous situations.



We received 820 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 2022.



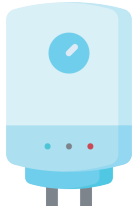
874 customers moved into a Pobl home.



We listened a lot in 2021, over 1,714 customer shared their feedback on topics ranging from our new affordable rent approach to our estate maintenance.



We had over 720 customers access an extra £1million 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 15,425 gas safety checks and 1,031 electrical safety checks last year.



Our Pobl trades team completed 41,159 repairs with customers giving an average satisfaction score of 8.5 out of 10!



We only evicted 3 customers, all were moved to alternative accommodation.



We built 456 new homes across South Wales. These homes were available to socially rent, buy through shared home ownership, or purchase outright.

