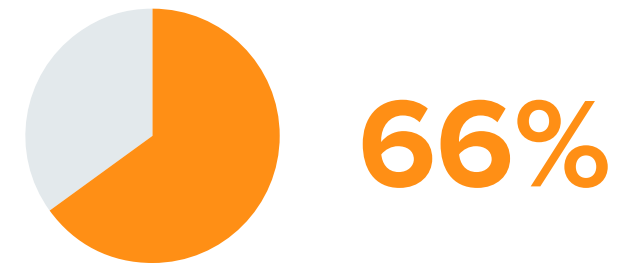


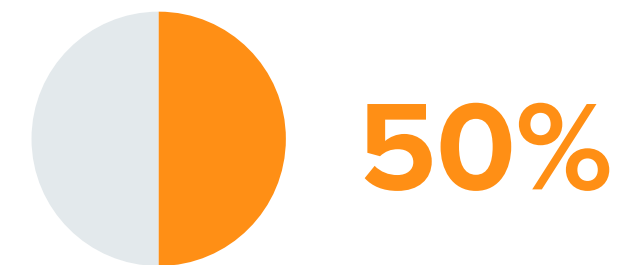


Listening to you

Satisfaction: Social housing customers



Satisfaction: Shared owners



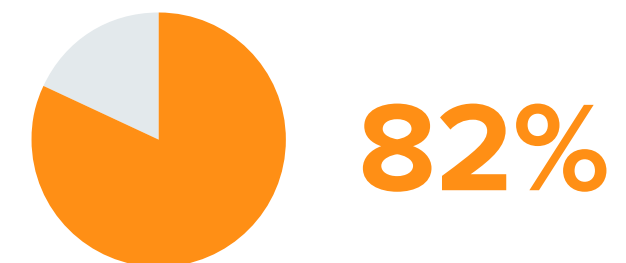
Calls answered



Average wait time



Contact centre satisfaction



Action on upgrades



Action on systems



Action on response times



Action on access

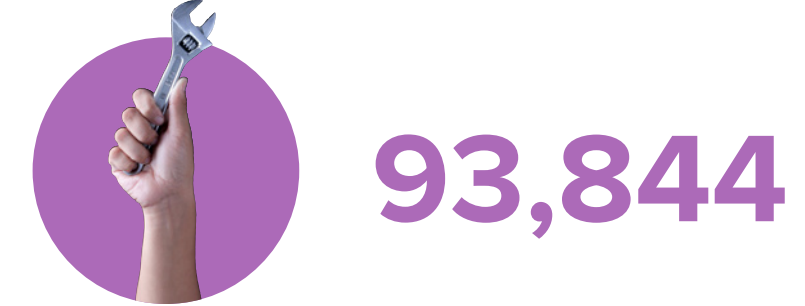


Action on your involvement



Getting the basics right

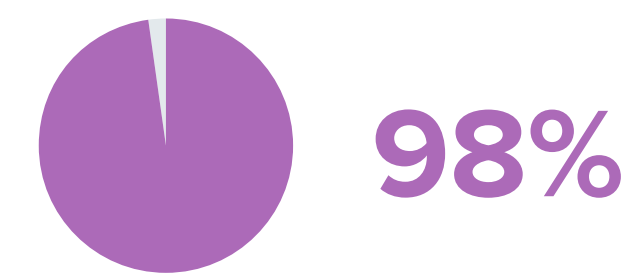
Repairs completed



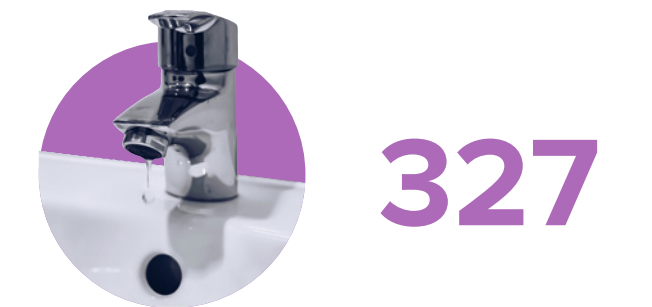
Kitchens replaced



Emergency repairs completed in target



Bathrooms replaced



Repairs fixed right first time



New doors



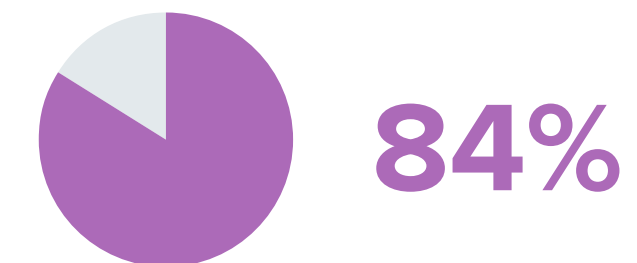
Satisfaction with repairs



New windows



Repairs completed within target



Heating upgrades



Your year
with GSA

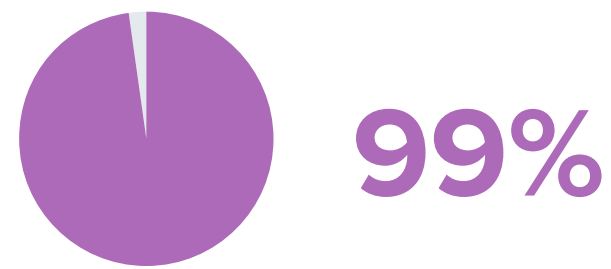
2025/26

Supporting customers,
improving homes and
investing in communities

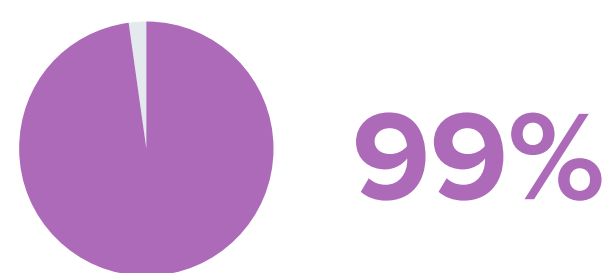


Continued...

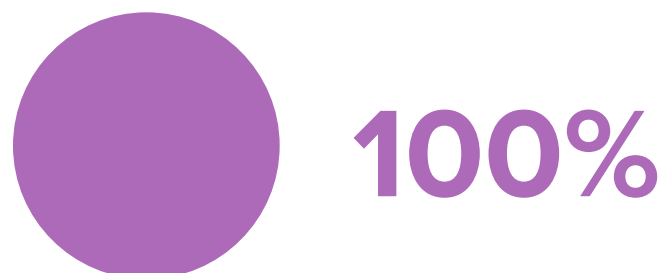
Gas safety compliance



Electrical safety compliance



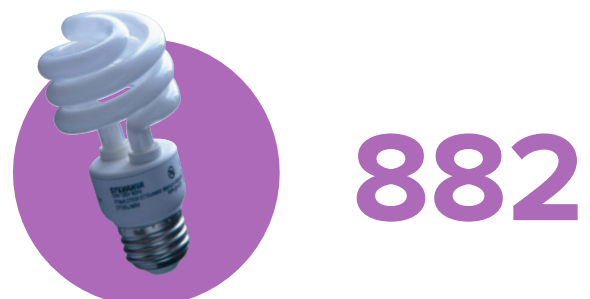
Fire safety compliance



Improvements from decarbonisation work



Homes to benefit from efficiency upgrades



Helping you to thrive at home

Secured for customers in grants etc.



Household Support Fund grants approved



Backdated payments secured



Households supported



Evictions prevented



New homes built



Provided through the Tenancy Support Fund



Homes delivered since 2021*



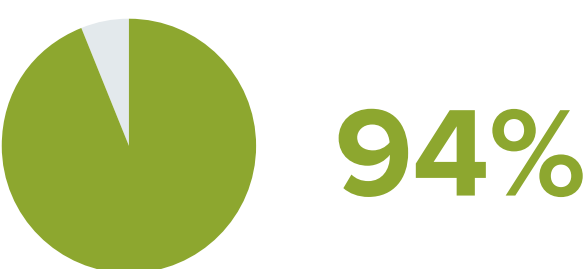
Awarded to 29 local community projects



*As part of the Matrix Housing Partnership

Care in action

Customer satisfaction



CQC compliance



Customers feel treated as an individual



Customers feel treated with dignity



Supported to live independently



Thank you for helping shape our services. Your feedback continues to drive improvements in our homes, neighbourhoods and communities.



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