

# Performance Report

April 2013 – March 2014

the  
**regenda**  
group



## Value for money

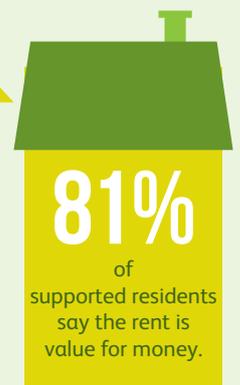


At Regenda, we believe it is essential to consider value for money in everything we do to ensure that we get the most from our resources – both money and people. We see waste and inefficiency as a lost opportunity

to do more for our residents and their communities. Value for money is not an end in itself; it is a means of achieving more. It goes to the heart of how we deliver our current and future objectives.

### How did we do?

**WE SAVED  
£2.5 MILLION**  
due to our long standing commitment to  
**VALUE FOR MONEY**



We spend over **40%** of the rent we receive each year, around **£20 million**, on maintaining your homes.

These programmes include:

New and refurbished bathrooms and kitchens.

Window and door replacements.

Improvements to communal areas, lighting, internal decorating and landscaping.

The cost to run Regenda is below average compared to other housing associations:

**12%**  
of turnover

We invested **£3.5 million** in over **900** homes to make them more energy efficient by:

- Supporting vulnerable residents to reduce their outgoings, including identifying more appropriate fuel tariffs to reduce fuel bills.
- Offering additional services such as thermal imaging to identify effective use of heating and ventilation.
- Replacing expensive-to-run central heating systems and boilers with more energy efficient ones.
- Changing fuel supplies from electric storage heaters to gas.
- Replacing windows and doors to reduce heat loss.

**Three quarters** of you said you were happy with the cost of contacting us by telephone.

