



How do we spend our MONEY?

26%

pay's toward everyday routine **'Maintenance'**, like fixing a broken door handle or a leaky radiator



9%

Is money spent on **'Major Repairs'** like replacing roofs or windows



16%

Is the money we owe the bank. We **use** the money to help us **provide** high quality adapted homes.

6%

Is used for **Home Improvements...**

18%

Is what it costs to run **First Choice Housing**, like **Staff & Facilities**



15%

Covers the **wear, tear and upkeep** of your home.

10%

Is spent providing **Tenant Services** such as Tenant Participation & Well-being Events





Any questions please contact us on:
02920 703 758 or
customerservices@fcha.org.uk



Value for Money Indicators:

	FCHA	Sector Average
Operating costs for lettings per Social Housing Unit	£2199	£3003
Management costs per Social Housing Unit	£702	£999
Reactive repair costs per Social Housing Unit	£816	£998
Major repairs and costs per Social Housing Unit	£368	£629

