

Changing lives, investing in Knowsley and keeping your money in your pocket, these are amongst the main aims of KHT and every year we produce our annual report which tells you how and where we do these things. Here are some of the highlights from this year's report:

Improving homes

This year we have invested heavily in development, improvement and repairs to make the quality of your home better.

This year we delivered

207 new homes



We plan to build a further **291 new homes** over the next 5 years, funded through savings and additional investment.



We invested
£14.2 million
improving existing
homes in 2014/15

Did you know - KHT tenants benefit from a **FREE** repairs service, including an annual Gas Safety test

We invested **£14.4 million** in building 122 new accessible homes at Bluebell Park in Huyton



"I'm totally over the moon"

Norma recently moved into her new apartment at Bluebell Park, our first Extra Care scheme. Norma said, "Living here is like living in a 5* hotel, the standard it's been done to is fantastic. There has obviously been a lot of planning and a lot of detail considered. I feel so safe and secure."



Keeping money in your pockets

We want to do as much as possible to keep our rents low and to put money back into your pockets.

How your rent compares

Our **low rents** mean **big savings** for you each year compared to market rents in Knowsley

Bedrooms	Average KHT rent	Average market rent * (private landlords)
1	£68.15	£108
2	£81.10	£133.50
3	£90.55	£171.54
4+	£95.22	£185.76

* source Brian Gaskell Market Rent Report for Knowsley as at 31/03/2015

We have helped our tenants to save

£170,000

from **Solar PV panels** installed previously

"Thanks to the time Tony took to review my bills and advising me to talk to my supplier I have now had my gas bill reduced from £140 to £70 and my electric from £292 to £209."

Brenda, Huyton



We helped to secure almost

£900,000

additional income for KHT tenants through advising on benefits

If you need any help or advice from our Welfare Reform team, give them a call on **0151 290 7916**

Save on your energy bills

To find out if you could save money on your energy bills, book your **FREE** home energy audit now!

Call us on **0151 290 7000**

Investing in Knowsley

We have spent a lot of time working with residents and our partners to help make Knowsley a great place to live and work.

This year we dealt with
1386 cases of anti-social behaviour
to help you feel safer in your communities

We have created

33 jobs and 15 apprenticeships
over the past year across the First Ark Group



Walkabouts

This year we have undertaken a series of walkabouts across Knowsley. A walkabout is where we work with our community partners to walk around our neighbourhoods, meet our tenants and find out what issues are affecting them and how we can help resolve them. The walkabouts cover issues such as:

- Untidy communal areas
- Overgrown gardens
- Fly-tipping
- Graffiti



This year we have helped
100 people
to get **digitally included**

We have provided over
463 training weeks
for local communities

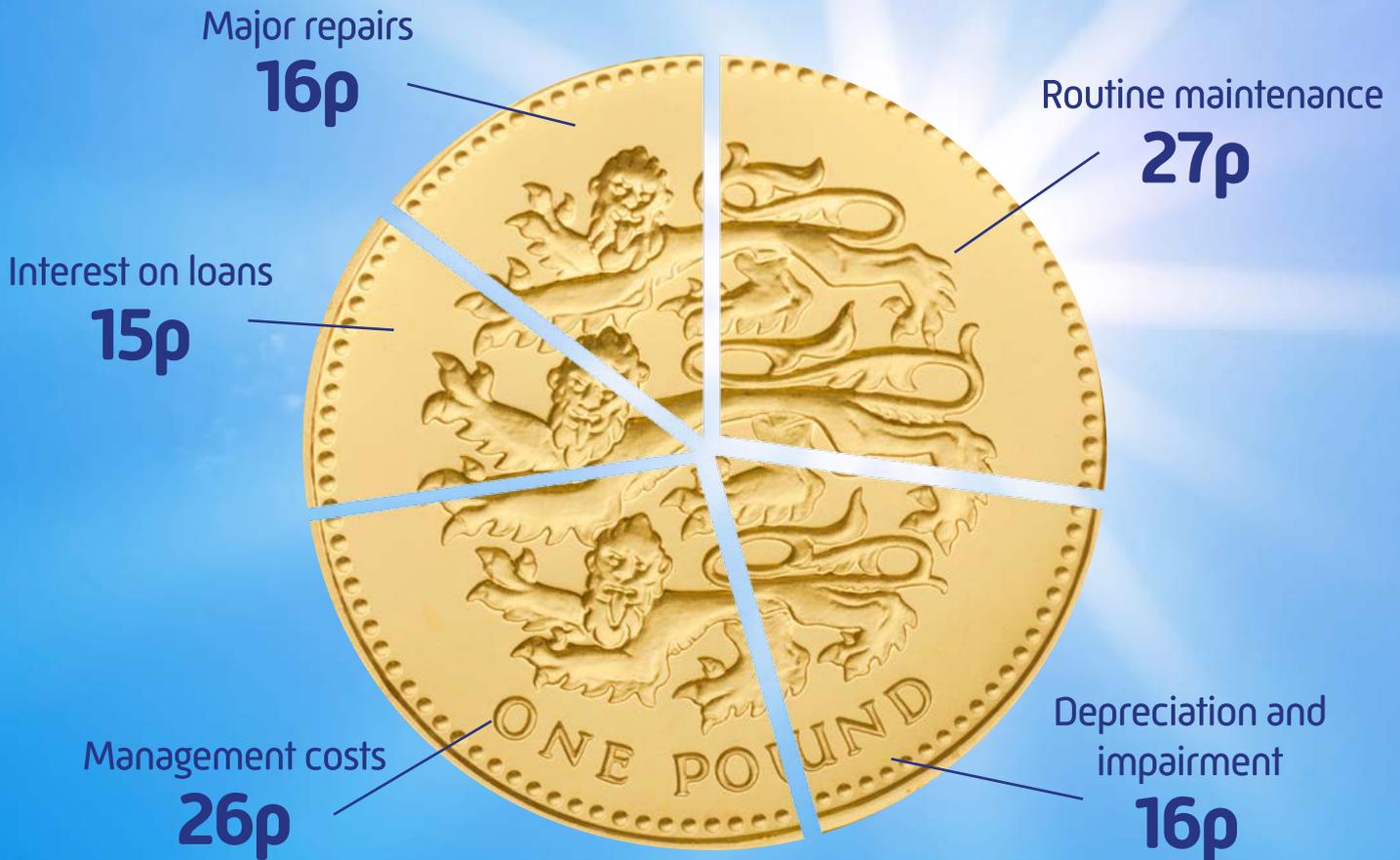


To find out how you can get involved in our free training courses, turn to page 11.



How your rent is spent

Your rent is used in a lot of different ways. Here is a breakdown to help explain how it is used:



Jargon Buster

Routine maintenance

General repairs to housing properties - e.g. broken door

Major repairs

Repairs to housing properties - e.g. new kitchen

Management costs

Costs of running the business e.g. wages, electricity, telephone bills

Interest on loans

Charge for business loans which KHT has taken out.

Depreciation and impairment

A reduction in value of our stock of housing properties and land available for development.

Value for Money

Making sure everything we do is Value for Money means that we can provide the best possible service for the best possible cost. This then means we can put any savings back into Knowsley.

We have just produced our Value for Money self-assessment called 'Value at the Heart of the First Ark Group' which tells the story of how KHT, as part of the First Ark Group, has delivered extra value and how we are going to achieve even more value in the future.

To read this go to the 'About us' section at www.k-h-t.org