

For over 100 years we have provided quality homes to improve the lives of Veterans and their families in need

Haig Housing rents are subsidised as part of the charitable objectives and are an estimated 47% of the equivalent private rental sector (PRS) rates

*Haig Internal Research
(based on 750 homes)*

**Estate visits
2022-23**

27 Chief Executive visits to Haig estates



1,518
Number of homes for Veterans and their families in housing need

80
Locations across the UK



79%
Tenant satisfaction

Tenant satisfaction survey 2022 run by Acuity



Applications 2022-23

97
New beneficiaries welcomed to Haig Housing

Over 1000
Enquiries about housing

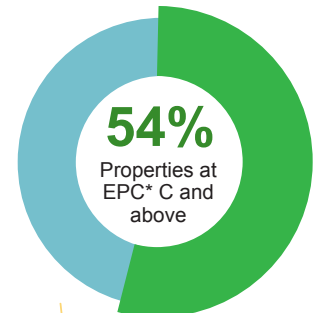
730
Contacts signposted to other charities



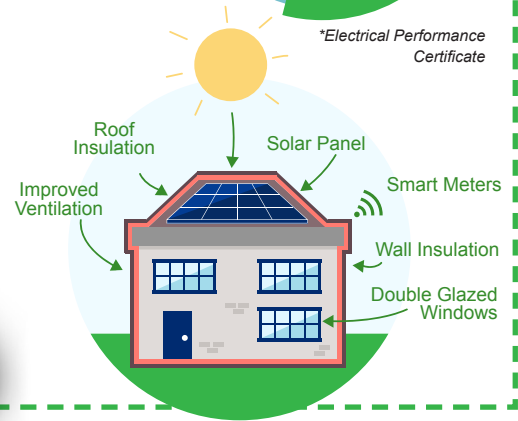
Sustainability

750
Properties in England targeted for retrofit measures under SHDF (Social Housing Decarbonisation Fund) Wave 2.1 from April 2023

17%
Estimated savings on household energy bills using Switchee smart thermostat (roll out to all Haig properties starts 01/09/2023)



**Electrical Performance Certificate*



Repairs & maintenance

12,000 **7,000**
Emails 2022/23 Phonecalls 2022/23



5,141 **89%**
Repair orders raised 2022/23 (748 Emergency) Satisfaction with the repairs service Haig Housing Internal Survey

Improvement

372 Homes across the UK improved on the planned maintenance and cyclical decoration programme 2022/23



£8.3 Million Spent on planned maintenance 2022-23