



# Welcome to your Annual Report

1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018

This year has seen changes take place within the Housing Department, with a restructure implemented and new roles recruited to.

We also began an independent review of the Retirement Living Service and are putting in place plans to implement approved changes to this service. This has been an exciting time for the Housing Department and

we are looking forward to seeing the positive results of these changes and the benefits they will bring to tenants.

We carried out STAR (Survey of Tenants & Residents) and the

results showed us that 86% of tenants and leaseholders are satisfied with the service provided by the Housing Department. We will continue to work hard to increase these levels of satisfaction and ensure we provide a high quality service for tenants and leaseholders.

## Housing Department

Key Facts as at 31st March 2018



**4,457**



Number of properties the Council owns (stock)



**1,474** Number of people on the Council's waiting list

**39** Properties sold under the Right to Buy

**333** Households where homelessness was prevented as a result of housing advice

**1,191** Tenants signed up to Your Voice, Your Views – [www.broxtowe.gov.uk/yourvoicemyourviews](http://www.broxtowe.gov.uk/yourvoicemyourviews)

## Anti-social Behaviour (ASB)

**158** New ASB cases reported

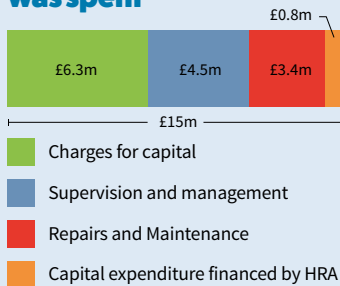
**100%** ASB cases resolved

**100%** Satisfaction with the outcome of the ASB case

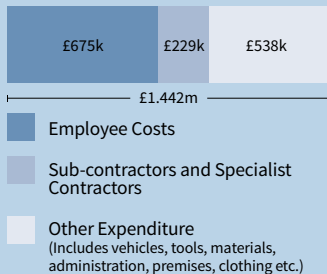
# Housing Revenue Account (HRA) Income and Expenditure

In 2017/18 Broxtowe Borough Council received £16.4 million in income to the Housing Revenue Account. £15.3 million came from housing rents the remainder was from garage rents, Retirement Living management charges and leaseholder service charges.

## Where the money was spent



## Repairs and Maintenance Budget Relating to Day-to-Day Repairs



# Your Homes

Work has been done to maintain and modernise your homes during 2017/18. We are focused on ensuring our tenants can enjoy homes that are, safe, secure and maintained to a high standard. Figures represent the position as at 31<sup>st</sup> March 2018.



**£71.68**

Average weekly rent



**96.33%**

Tenant satisfaction with repairs



**100%**

Gas safety



**88%**

Repairs fixed on first visit



**15,533**

Day to day repairs



**544**

Homes repainted, including new soffits and fascias



**93.2%**

Repairs appointments made and kept



**60**

Replacement roof coverings



**99.01%**

Properties meeting Decent Homes Standard



**86**

External wall insulation



**509**

Kitchens and bathrooms modernised



**14**

Communal door replacements



**142**

Gas central heating replacements



**74**

UPVC window replacements



**172**

External door replacements



## Performance Information

The Housing Business Plan 2018-21 sets out a number of performance indicators that the Department are working towards achieving. These are reported on a monthly basis and provide an overview of how well we are performing in each area.

**Gas Safety** - It is a legal requirement for social landlords to ensure gas appliances and pipework are safe within our properties. Thanks to the hard work of officers and to all tenants who have given us access to undertake this work, we are **100% compliant** with gas safety.

**Average Relet Time** – This is the time that a property is empty between one tenancy ending and the next one starting. As at 31st March 2018 our average relet time was **35.4 days**. We are working to reduce this time through inspections of properties before they become empty; accompanied viewing whilst repairs

are being carried out, and developing a strategy to help let our low demand Retirement Living properties.

### Keeping in Touch visits

have been carried out with tenants, who have held a tenancy for over 12 months. Over a three year period **93.25% of tenants were visited**. Through these visits individual support needs were identified and referrals made to support agencies. Property checks were also carried out to ensure homes are in good condition and repairs have been reported. All new tenants are visited within 5 weeks of starting their tenancy to ensure they have settled into their new home.

# Complaints

We value all feedback about services we deliver to tenants and we understand that at times we do not always get things right. We want to hear from you if you do not feel you have received the level of service you expect from us, so that we can learn and make improvements to our services.

Service Area	Complaints Received
Housing Options	26
Housing Repairs	53
Leaseholder Services	1
Neighbourhood Services	46
<b>Total</b>	<b>126</b>

114 complaints resolved under Stage One of the Complaint Process

12 complaints investigated under Stage Two of the Complaints Process

19 complaints upheld

Out of the complaints investigated under Stage Two of the Complaints Process one was upheld and two partially upheld. To ensure these issues are not repeated we have reviewed the information we provide and undertaken a review of our processes.

We have recently revised the Housing complaints process to ensure that a consistent approach is taken to the management of complaints received within the Department. Complainants will now receive a telephone acknowledgment of their complaint as well as a written acknowledgement.

The complaints procedure is available at [www.broxtowe.gov.uk/complaintsprocedure](http://www.broxtowe.gov.uk/complaintsprocedure) or you can contact the Council to request a copy.

## Compliments and Comments

We also like to hear from you when we get things right, or go beyond your expectations. Also, if you have any comments about services, or suggestions on how we could improve we would also like to hear these.

*"[Homelessness Officer] has been an amazing support and has worked very hard with regard to my case. [Housing Officer], the lady who showed me around and completed the tenancy has been lovely and professional."*

*"It's a great opportunity to be able to work with officers to give a tenant's perspective on services"*

*"The engineer was very polite and friendly, did his work without any interruptions or hold ups; very impressed."*

*"Very efficient and professional staff, very helpful. Well done."*

*"Thank you to everyone involved in helping me move. I am feeling very positive about the move and looking forward to new beginnings."*