

**Housing Portfolio
Councillor V C Smith**

Report to Council – 16 July 2025

The recent handover of 19 new build properties at Inham Nook, Chilwell and Farm Cottage, Bramcote and the acquisition of a further 18 properties at Retlaw Court, Beeston has had a positive impact on our housing register. There are currently 1220 applicants on our waiting list, with 318 being in our priority bands, 1 and 2.

In addition to this we have also been working with a registered provider on their section 106 site on Cemetery Road in Stapleford, consisting of 24 properties, both flats and family homes. We secured that 17 of these were advertised and allocated to people on our housing register, which is above the original agreement made of 50%.

We are also working with another provider on their section 106 site at the former Boots site in Beeston. Over the next four years, 157 properties will be offered to our applicants. Again, a mixture of flats and family homes, including 36 four-bedroom properties, which are desperately needed to house larger families. All of these properties are being advertised and allocated via our housing register and the first phase of properties have recently been advertised.

Reducing our average relet times is another way that we can ensure that people in housing need are housed as quickly as possible. Last year this was higher than we would have liked this figure to be, and we did not meet our target. A number of new officers have been appointed, which has increased the capacity in the team. Although they are still completing their training, this has already had a positive impact with average relet times for both general needs and independent living reducing and becoming closer to target.

At Cabinet in June, new software for the management of our Housing Assets and Repairs service was approved. This will improve the way that we collect and hold compliance data, and how we schedule repairs and improve the efficiency of the workforce. The project to implement this has commenced and full implementation will be in early 2026. This builds upon the recent improvement to the call handling system for the Housing Repairs Contact Centre. The new report functionality has already allowed us to identify trends and make a small amendment to the working patterns of the team to ensure that we have employees available to take calls at the busiest times.

At Cabinet earlier this month, we presented the results of our Tenant Satisfaction Measures. Although there are still areas where we need to improve our performance, it was good to see that our satisfaction scores had increased in all areas. Particularly, our Overall Satisfaction figure which increased from 66% to 71%, and satisfaction with the time taken to complete repairs, which increased from 63% to 72%.