I’ve been a council tenant for 27 years

I've been a council tenant 55 years

and I've lived in this house all the time

I'm very lucky I've got a new kitchen

I've got a new floor new walls new

electrics yeah it's fabulous the council

workers I appreciate them they're very

helpful when they come for me the best

bit about the housing service is having

a real name and face at the end of the

telephone line somebody that wants to

help you welcome to this overview of

North West Leicestershire district

council's housing service for members of

the council in this short film we’ll

explain a bit about our homes tenants

and the services we provide North west

Leicestershire district council owns and

Manages approximately four thousand

three hundred properties made up of two

thousand five hundred houses 1,000 flats

and 800 bungalows we also manage

approximately 600 garage and hard

standings a 12 plot caravan site and six

shops homes range in size from one to

five bedrooms and from houses to flats

and sheltered accommodation for older

people and those who need a bit more

help on average we let around 350 homes

a year most people need one and

two-bedroom homes but we own a lot of

larger homes so we are working hard to

better match your homes to the need of

the local community including plans to

build new homes for the first time in 25

years our homes are spread across the

district with our largest estate

Greenhill on the edge of Coalville

our tenants Vary in ages but the largest

group are the over-60s over half of our

tenants depend on some form of benefits

in 2015 we had over 800 people on our

waiting list and demand is forecast to

increase each year

on average 450 to 500 council and

housing association homes are advertised

for letting each year through our choice

based lettings scheme

the housing service aims to provide

quality homes in places where people

want to live to meet local needs clean

safe and well-maintained estates and a

high quality responsive service with

high levels of tenant satisfaction the

housing service is governed by a series

of statutory obligations for each part

of the service

housing service known as housing choices

must develop a five-year strategy for

preventing homelessness provide free

housing advice and assistance to anyone

in the district accommodate anyone found

to be unintentionally homeless and in

priority need publish an allocations

policy have adequate safeguarding

policies in place consult on changes in

services policy or procedure landlords

services must have a tenancy agreement

in place publish policies publicly

adhere to right to buy and mutual

exchange timescales consult on changes

in services policy or procedure

keep the structure exterior and

installations of homes in repair

maintain a ring-fenced housing revenue

account HRA maintain a 30-year business

plan cash flow

we employ a hundred and thirty staff to

help provide our housing services

including 36 repair operatives our teams

look after everything from collecting

the rent to doing repairs to homes the

team is led by a director of housing who

is supported by a head of housing we

also have a dedicated counsellor who is

the portfolio holder for housing my role

is portfolio holder is to act as the

link between tenants officers and

elected members and to discuss policy

matters with officers they let policies

agreed and then to get them agreed my

full council and after that make sure

they're implemented and that's in a

nutshell is what the jobs all about

housing choices manager and HR a

business support team manager report

into the director of housing a repairs

team manager housing management team

manager and planned investment team

manager report into the head of housing

each year the housing choices team

provide detailed advice to nearly 1,000

residents about the housing options that

are available to them involvement early

on means we prevent homelessness for

approximately 200 households each year

our housing management team is

responsible for managing council homes

from the start of tenancies to their end

the repairs and maintenance team look

after all responsive repairs and planned

maintenance they work closely with the

planned investment team who manage

planned improvements to the homes to

maintain decent home standard finally

our HRA business support team provide a

range of supporting services

the council maintains homes in line with the

government's decent home standard we aim

to make sure that homes are warm dry and

as energy efficient as possible we plan

investment through our asset management

strategy our 2016 to 2021 plan has six

key strands legislative and safety

making sure homes are safe and legal

decent homes and maintaining decency

keeping homes at the standard required

by the government

district-wide energy-efficiency estate

improvement works programs

decommissioning redesign and

regeneration and new build the council

is also committed to improving the

energy efficiency of our properties to

provide tenants with warm homes that can

be heated comfortably at an affordable

cost we set targets for energy

efficiency and plan to tackle fuel

poverty by ensuring that those at

greatest risk receive the support and

advice they need in 2015 we have

undertaken a trial in tenants homes to

determine the most effective way to roll

out renewable technology to all council

properties 12 properties have been

fitted with a range of different

renewable systems the pilot will gather

information on cost performance and

tenant satisfaction to inform a rollout

program from 2016 - 17 under the green

and decent pilot we had an air source heat

pump fitted which gives us free hot

water and it saves on our electric bills

the council installed 12 solar panels

for me and over period of time 12 months

we've noted a large drop in both gas and

electrical usage we've dropped

ninety-four percent on the gas and

seventy-six percent on the electric

use which in turn is half the normal

utility bill for each item the asset

management strategy is one of the four

main strategies that guide the service

along with the housing strategy HRA

business plan and resident involvement

strategies the Council believes the

housing service works best when tenants

get involved tenants have a legal right

to be consulted on changes to the way

homes are managed maintained or improved

but we also offer a menu of ways for

tenants to get involved such as joining

the editorial panel who produce the

tenants magazine in touch becoming a

member of the tenant scrutiny panel who

carry out inspections of the housing

service and make recommendations on how

services can be improved supporting your

local tenants and residents association

who deliver a range of activities in

local communities becoming a member of

the tenants and leaseholders

consultation forum who act as the main

group of residents for all consultations

we hope you have enjoyed this short film

and the quick overview it has provided

of the housing service if you have any

further questions please do not hesitate

to contact our HR a business support

team manager thanks for watching