

# IN TOUCH



## Willesley Tenant Association (TA)

Willesley TA welcome four new committee members at their AGM on May 23. The committee is: Lisa, Val, Dot, Leanne, Amy, Tasha and Jess.

TA Chair Lisa said; "It's great news to have four new members to help with all of the activities the TA organises, especially providing children's activities again this summer."

Willesley TA runs from The Red Cabin, Ridgeway Road. Email [resident.involvement@nwleicestershire.gov.uk](mailto:resident.involvement@nwleicestershire.gov.uk) for more information.

Including the  
Housing  
Annual  
Report  
2022/23

# Message from the InTouch Editorial Panel

The editorial panel is a group of involved residents working in partnership with the Resident Involvement Team to keep you informed on issues that affect tenants and leaseholders of North West Leicestershire District Council. If you would like to make any comments or contribute to the magazine, please contact the Resident Involvement Team on 01530 454605 or [resident.involvement@nwleicestershire.gov.uk](mailto:resident.involvement@nwleicestershire.gov.uk)

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## A new portfolio holder for Housing



**I was delighted to be offered the chance to take on the Housing portfolio after the election. I am keen to hear new ideas about how we can improve where you live and provide more homes for local people.**

I know there are areas where we as a landlord can improve, and that there are challenges. But after a walk around the council properties in my own Blackfordby ward, I have already been struck by the sense of community that exists in and around our properties.

I look forward to meeting as many of you as possible and taking on board your views.

## Out of Hours emergency number

Our emergency out-of-hours number has changed.

If you need us outside of office hours and it can't wait until the morning, give us a call on 01530 833 373.



# Housing Annual Report 2022/23

## Resident Involvement

2022/23 saw us return to effective normality and more face to face activity following covid restrictions. We have learned lessons about engaging with our tenants digitally and want to encourage where possible the opportunity for tenants to attend meetings both in person and virtually via Microsoft Teams. We are now engaging with a broader representation of tenants, in age, experience and viewpoint through our virtual panel. We have had constructive feedback to help us improve, an example being how we deal with anti-social behaviour, and we are excited about the opportunities this offers to enable many more Tenants to engage with us as we review policies and procedures and collect instant feedback to shape our services going forward.

## Tenant Associations (TAs)

If you would like information about TAs in your area call the RI Team on 01530 454605 or email [resident.involvement@nwleicestershire.gov.uk](mailto:resident.involvement@nwleicestershire.gov.uk)

We continue to value our Tenant Associations (TAs) across the district and can really see the difference they can make to the communities they work in.

St Mary's TA and Friends of Fairfield TA joined forces to become the new Hugglescote TA. This resulted in more volunteers to help run the association and two sheltered schemes coming together for the benefit of their residents.

Whitwick and Thringstone TA and Linford and Verdon TA have both continued to run activities which bring older and younger people together. We are very proud of these two projects and can see the difference they are making by bridging the generational divide.

Greenhill TA worked really hard on their community garden and provided lots of free home grown produce to the community. They produced a new mural in the garden this year to highlight what it's all about.

Castle Donington TA has been engaging their members with a variety of activities including fish suppers, cinema nights and a popular knit and natter club.

Central Ashby TA has grown from strength to strength and provides a welcoming environment for the residents of Central Ashby to come together. They run a very popular weekly coffee morning as well as ad hoc events with speakers and entertainment.

## Tenants and Leaseholders Consultation Forum

The TLCF had 10 meetings over the year. Meetings were mostly held in the council chamber but we have plans to take the meeting out to community venues again as we used to do before covid. Dave Larkin was re-elected as Chair at the AGM.

Items discussed at the meeting included:

The Regulator of Social Housing

Parks and green spaces

Income and arrears recovery policy

Service updates from team managers

If you have any topics you would like to see on the agenda here please let us know. We look forward to taking this important meeting for tenants back out to community venues.

## Tenant Scrutiny Panel

The TSP took a well-earned rest after their comprehensive review of the Resident Involvement Service. This was a key piece of work for the TSP to help ensure the housing service is ready for the new regulations being brought about by the Regulator of Social Housing.

The TSP are now looking at how we manage our green spaces with a focus on the agreement the housing service has with the parks team. They are busy examining relevant policies and are starting to pull together questions they'd like to ask tenants.

# Housing Annual Report 2022/23

## Housing Management

 **4,130** council properties

**236** council properties were allocated in 2022/23

### Rental income

Total amount of rent that was due in 2022/23 was

**£ 18,447,761**

 Total arrears owed at end of year:


**2.73 %** (£504,115)

### Rent loss

 Loss of rent due to empty properties was **0.98%**  
**£168,642**

### Letting homes

 The average re-let time was **34 days** against a target of 28 days.

 Number of Right to Buy applications received **62**  
Number of successful purchases **38**


Total number of leaseholders at end of year **79**

### Anti-social behaviour (ASB)

 Cumulative over the year **197** new cases opened and 110 cases closed

## Housing Support

 **100%**  
(109 of 109) of support plans for new tenants have been completed within six weeks of the tenant moving in.


 **93%**  
(411 of 424) of support plans have been reviewed within three days of the review date.


Income of **£152,656** through assistive technology

**13** The net number of new assistive technology customers. There were **46** new customers and **33** left the service.

## Strategic Housing

Number of people on waiting list at end of year **714**

 Number of families prevented from homelessness due to our interventions **92**

 Number of new affordable homes made available **143**

# Housing Annual Report 2022/23

## Asset Management and repairs

We received **23,500** calls over the year for repairs. We rely on our Tenants to report repairs when due and to help us diagnose and schedule appointments. Emergency repairs impact the planned appointments so please work with us to only respond urgently when appropriate.


Total number of repairs completed **6,436**

In 2022/23 we replaced

 **45** roofs

 **47** external doors  
**64** windows

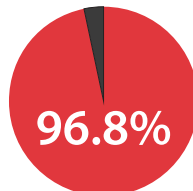
 **70** heating systems

 **89** kitchens  
**28** bathrooms


 **72** rewires / consumer units

We are currently asking Baily Garner Consultants to carry out inspections to gather information on the condition and quality of our homes. Please allow access when requested as this is an important part of planning our spend and deciding what improvements to do and which homes are in most need. We want to beat the number of improvements we did for you last year – and we need your support to do this

Number of adaptations completed **170**

 heating systems compliant **96.8%**

**100%** of fire risk assessments completed across all relevant sites

 **252** empty homes made available to let

 **SIX** electric vehicles have been procured for the trial of the repairs team electric fleet

We received **114** complaints and **68** compliments

**477** properties have notified us of having damp, mould or condensation related issues

 **291** damp, mould and condensation surveys have been issued to specialist contractors

# Damp, Mould and condensation

**The way damp and mould reports are handled and treated has changed following the tragic death of Awaab Ishak and recommendations from the Housing Ombudsman for all social landlords to review their processes.**

We quickly set up an action group to assess and direct our response to tenant damp and mould report and saw a huge increase in the number of reports received.

Our new approach aims to not only treat the damp and mould in our properties, but also to address the root causes and work with tenants to prevent it from reoccurring. However, this new approach which also involves specialist contractors means the time taken to complete damp and mould repairs has increased.

We take all reports of damp and mould extremely seriously.

Nationally, the number of damp and mould cases across the rented sector has grown significantly. In 2020-21, the Housing Ombudsman had 1,993 enquiries and complaints about damp, mould and leaks. That figure increased last year to 3,530, a 77 percent increase. As of December 2022, nationally the Ombudsman had already received 3,969 enquiries and complaints.

Dealing with the root cause of damp and mould issues is fundamental to resolving them permanently. We would like to assure all tenants that the treatment of damp and mould is a priority and are committed to providing safe and decent homes for all.

**The steps we have taken to strengthen our approach are:**

- Formed damp and mould action group
- Collected current damp and mould reports
- Gained Cabinet approval to use specialist damp and mould surveyors to review cases and make recommendations
- Appointed contractors to complete repairs and recommendations featured in surveys
- Started damp and mould surveys
- Started damp and mould repair work.



# Competition time!

## Summer Word Search Find all the words

L	Y	J	T	S	I	G	H	T	S	E	E	I	N	G	O	Y	F
U	U	Z	P	O	B	A	D	V	E	N	T	U	R	E	K	H	A
K	S	F	L	E	M	O	N	A	D	E	A	G	B	Q	L	O	L
N	Q	P	H	R	L	E	S	V	N	U	S	X	D	D	O	R	D
A	W	S	L	S	F	P	S	S	E	I	T	R	A	P	E	L	R
U	M	H	S	A	P	S	S	Z	G	D	M	I	L	W	I	P	A
I	O	O	D	F	Y	P	I	A	D	P	S	L	O	H	V	I	U
A	S	L	T	J	V	G	S	I	N	Y	L	L	H	U	G	C	G
U	Q	I	Y	E	X	E	R	O	N	D	F	J	F	M	P	N	E
S	U	D	K	B	A	O	L	O	Y	N	C	Y	G	I	B	I	F
H	I	A	E	S	E	E	O	E	U	T	B	A	X	D	N	C	I
Y	T	Y	I	W	M	R	A	S	V	N	T	A	S	I	W	S	L
S	O	D	X	R	E	M	R	F	F	A	D	Y	N	T	G	T	Y
N	E	M	E	C	A	M	P	I	N	G	R	M	G	Y	L	W	J
L	S	T	T	A	P	Z	A	G	E	V	K	T	B	Z	V	E	G
R	A	P	U	G	E	R	N	O	F	S	U	F	N	W	R	J	T
W	R	K	T	F	T	H	U	N	D	E	R	S	T	O	R	M	S
B	H	E	A	T	W	D	G	N	I	L	B	M	A	R	Z	K	X

HOLIDAY  
 BERRIES  
 SEASIDE  
 ADVENTURE  
 PARTIES  
 LIFEGUARD  
 CAMPING  
 SANDCASTLE  
 TRAVEL  
 SIGHTSEEING  
 THUNDERSTORMS  
 RAMBLING  
 PLAYGROUND  
 HUMIDITY  
 SUNFLOWER  
 HEAT  
 DAISY  
 WATERMELON  
 PICNIC  
 MOSQUITOES  
 LEMONADE

## How many Suns can you count?



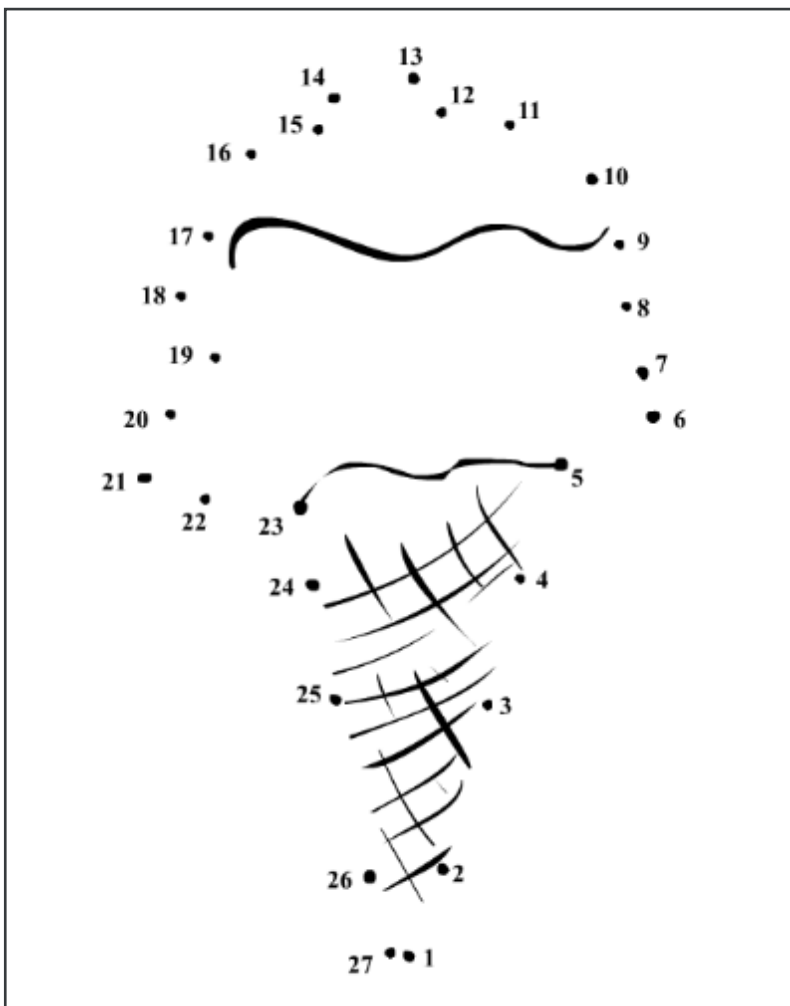
The competition this time is to count the number of suns scattered around the pages of In Touch. You could win a £20 High Street Voucher. Please submit your answers by Monday 14 August. Either fill out the form and return to us at Resident Involvement, North West Leicestershire District Council, PO Box 11051, Coalville, LE67 0FW or email us your answer at [resident.involvement@nwleicestershire.gov.uk](mailto:resident.involvement@nwleicestershire.gov.uk) with your name, address, telephone number.

Number of suns you have found:

Your name:

Address:

Telephone:



# Have your say on how we help people with their housing



**We all need somewhere safe, secure and suitable to live. Our Housing Choices Team provides help for people who need to find housing.**

We want to check we are taking the right approach and supporting people with their housing needs. We need your help to inform two key pieces of work we have to do this summer.

## Allocations Policy

There is a limited supply of social housing in North West Leicestershire so we need to make sure that the right homes go to the right people. We are reviewing our Allocation Policy to make sure we treat people fairly, manage demand and plan for the future.

Could you help us answer questions like...

- Have you recently applied to us for housing or know someone who has?
- Do you think our policy is clear and easy to understand?
- How can we help people to find a home that meets their needs?
- Do the right people get prioritised?

## Homelessness Strategy

We need your help to decide our priorities over the next five years. This will help ensure that we design our services to meet the needs of our residents.

Could you help us answer questions like...

- Have you ever been homeless?
- Would you know where to get help if you were at risk of losing your home?
- What support would help prevent people from losing their home?
- How could organisations work together better to help households facing homelessness?

Online surveys will be available on the following page of the Council's website from the 1 July until the 1 August:

[www.nwleics.gov.uk/housing\\_choices\\_consultation](http://www.nwleics.gov.uk/housing_choices_consultation)

You will be able to answer questions on the Homeless Strategy, the Allocations Policy or both.

Alternatively, please call **0800 183 0357** or email [MyHome@nwleicestershire.gov.uk](mailto:MyHome@nwleicestershire.gov.uk) and a paper copy of either survey can be sent to you.

Thank you for your help!

## Estate Walkabouts

Please scan the QR code for details of estate walkabouts we will be completing over the summer or you can also view them by visiting [www.nwleics.gov.uk/council\\_estates](http://www.nwleics.gov.uk/council_estates) or alternatively you can call 01530 454660

