



Tenants Annual Report 2018 -19

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Forword

Welcome to the end of year report for the housing service. This report is to let you know how the housing service has performed in 2018-19.

We started an ambitious new build programme in 2017 and at the end of 2018-19 we built and acquired a total of 96 new properties for rent in the district. This programme will continue and we a plan for further developments of new homes for rent across the district.

We are very proud that we are expanding our in house repairs team which will mean more of the operatives making repairs in your home will be directly employed by NWLDC we will reduce the number of external contractors.

Our Tenant Scrutiny Panel (TSP) has continued to help improve our housing services. In 2017 our TSP won the tps central region award for Excellence in Scrutiny and went on to represent the central region at the national awards. The TSP plan on look at how we perform with getting our repairs 'Right First Time' in 2019.

Our tenants also help us to improve our services through other ways such as our Tenant's and Leaseholders Consultation Forum and Landlord Services Working Group and we are always looking for new tenants to join these group so please do contact the Resident Involvement Team for more information.

Another key development will be the introduction of a new IT system for housing allowing us to integrate the several systems we currently use into one. There will also be a tenant portal and this will enable tenants to be able to contact us and report issues via an app on their phone. We will be looking for tenants to help us test and develop the new system so keep an eye on our social media for more information.

We are very excited about 2019-20 and look forward to improving our service and communities in 2019-20.

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Resident Involvement



Tenants received training on first aid, tenant scrutiny, food hygiene and IT skills

97

Tenants attended meetings and working groups including

- Landlord services working group
- Tenants and leaseholders consultation forum
- Performance working group.



Number of volunteer hours given by involved residents:

3,528



Number of volunteer hours given by tenant associations:

6,236

 hours

More than **600**



children accessed activities put on by our tenant associations

Number of newsletters produced (including In Touch):



17

Services impacted by resident involvement include a review of

- **The mutual exchange process**
- **The repairs policy and the lettable standard**

Tenants were also involved in the **recruitment of new staff.**

Spotlight on the TLCF:

10

meetings in 2018/19

The TLCF was consulted on the

- **Tenancy fraud policy, rents policy**
- **The housing green paper**
- **Resident involvement strategy**
- **The car parking strategy**
- **The housing debt policy**
- **The new housing IT system.**

2019 saw **the appointment of a new Chair and Vice Chair of the TLCF.** Dave Larkin took on the role of Chair and Sheila Ellix took on the role of Vice Chair following the 2019 AGM.



The TLCF has a membership of about **40 tenants** and manages the resident involvement **budget of £24,000**

The TLCF supports

10 tenant associations

across the district with a **£600 annual grant** and limited additional funding for specific items that may be needed.



The landlord services working group and the **performance finance working group**

feed into the TLCF to help with the decision making process.



Members of the TLCF help to recruit new staff, carry out estate evaluations and play a vital role in the development of policies and procedures within the housing service.

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Spotlight on the TSP:

The Tenant Scrutiny Panel was established in March 2012 in response to the Localism Act 2011. This act has given social housing tenants stronger tools to hold their landlords to account through tenant panels.



The **Tenant Scrutiny Panel** carefully **examines the services** offered by the housing service, forms judgements about the cost and quality of these services and offers recommendations to help the services improve.



To date the TSP has **carried out eight inspections of the housing service**. These have include rent arrears and evictions, complaints and most recently repairs: Right First Time.



All recommendations that have been put forward by the TSP have been accepted by the housing service and the TSP works in partnership with the housing service to ensure all recommendations are implemented.



In 2017 the panel **won the tpas Excellence in Scrutiny award** for the central region and went on to represent the central region in the national finals being a runner up.



The TSP currently consists of **six volunteer tenants** and we are always looking for new members, so if you would like more information please contact the Resident Involvement Team.

Letting homes



Average time taken to re-let homes:
21 days



Target for above:
35 days



Number of mutual exchanges:
19



Total number of properties let:
315

Rental income



Percentage of arrears owed at end of year and total figure:

£107,725



Amount of FTAs owed at the end year:

£319,892



Amount of FTAs recovered in the year:

£65,577



Number of evictions as a result of rent arrears:

18

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Anti social behaviour



Number of ASB cases:

165



Number and percentage of ASB cases resolved /close successfully:

165 cases

Number of injunctions as a result of ASB: **1**



Number of evictions as a result of ASB:

4

Review of ASB policy

In 2017 the Tenant Scrutiny Panel (TSP) completed a review of the ASB service offered by the housing service and made **12 recommendations to help improve the service.**

All 12 recommendations were accepted by Cabinet and an action plan was developed to implement the recommendations. The TSP review resulted in a complete overhaul of the ASB policy and introduced some key changes including detailing what we define as ASB and clarifying what we would not consider to be ASB.

A toolkit was developed for staff to help them understand how we define what is and what is not ASB such as occasional dog barking or music being played during the day.

The review also resulted in closer working with our partners both within the council and external partners such as the police and other housing providers.

Tenancy support



Number of referrals to tenancy support:

248

Number of tenants that accessed tenancy support: **213**



Total amount of funds raised by accessing grants:

£79,555

(£41,924 for council tax / rent and £37,631 in personal grants)

The number of non-council tenants using assistive technology to enable them to live independently for as long as possible: **156**



The number of social events held at different locations linked to our sheltered / supported properties:

1,773

Groups they have been able to organise and manage their own events, reducing the number organised or facilitated by the support officers to 240. The increase in social activities helps tackle social isolation and increase mobility.



Percentage of new supported tenants who had a support plan in place within six weeks:

(82 of 86)

Positive case studies from tenancy support:

"It was like I had been taken under a wing, she showed empathy and compassion and her reassurance helped with my situation"

"I really do not think I would be here if it was not for the help and support"

"I couldn't believe it when I opened the letter to find that they are going to give me more help, I almost cried when I read it. I cannot thank you enough."

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Strategic housing

Number of people on housing register at end of year: **610**

Number requiring one bedroom:  **281**

Number requiring two bedroom:  **250**

Number requiring three bedroom:  **67**

Number requiring more than three bedrooms:  **+ 12**

Throughout the year there has been an increasing demand for housing and we estimate there will be over **900 households** on the register by the end of the year.

Homelessness

April 2018 saw the introduction of new homelessness legislation through the Homeless Reduction Act.

In the first year of the act there were

327 occasions we were required under the Homeless Reduction Act to provide support to a household facing homelessness.

 Over the four quarters of 2018/19 the number of households facing homelessness that we were required to offer support under the Homeless Reduction Act increased each quarter.

The main causes of homelessness were

- 1 Friends and family asking people to leave
- 2 End of private rented tenancy
- 3 Relationship breakdown (non-violent)
- 4 Domestic violence

32% of cases the main applicant was in the 25-34 year age group

45% of cases were single male households

 Number of new homes built and acquired: **96**

NWLDC has a home building programme well underway. Since 2017 we have built 48 new properties and have acquired an additional 48 properties from private developers also for rent.

Repairs

 Customer satisfaction with repairs: **98.6%**

Total number and percentage of repairs completed on target: **12,203 (87.25%)**

 Percentage of emergency repairs completed on time and the target: **98%**

Percentage of urgent repairs completed on time and the target: **98.9%**

 Percentage of routine repairs completed on time and the target: **96.2%**

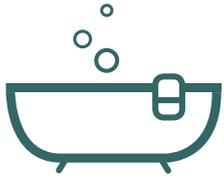
Percentage of appointments made and kept: **98.7%**

Number of aids and adaptations completed

64 Major adaptations completed

253 Minor adaptations completed

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Number of new bathrooms installed

41



Number of new heating systems installed

23 gas systems

249 air source heat pumps



We fitted new windows to

four properties



Number of new external doors installed:

19



Number of full rewires:

228

Mr Richardson from Oakthorpe contacted us after he had an air source heat pump installed in his property he said:

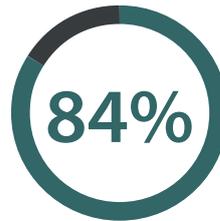
“They did an absolutely cracking job and couldn’t have asked for a better pair to be working in my home.”

Complaints



Number of formal complaints received:

38



Percentage and number of these resolved at stage one:

32



Percentage and number of these resolved at stage two:

5



Percentage and number that went to ombudsman:

1

Compensation



We paid compensation for

41 claims

and the total amount of compensation paid was

£10,683.68

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Finances

Total income for the year:

£17.7 million

How we spent every £1 of your rent in 2018/19



