

Annual Report

for Tenants

2018/19



Welcome to the 2018/19 Housing Services Annual Report to tenants. Here we share information about our performance in the last financial year between April 2018 and March 2019.

We want to regularly ask your opinion on the services we provide. The Survey of Tenants and Residents (STAR) survey was undertaken two years ago and has just been repeated in Spring 2019. This will enable us to track your changing views of the services we provide and make improvements where they are needed.

We introduced our Tenant Scrutiny Panel, which the tenant members have named the 'Housing Improvement Panel'. The Housing Improvement Panel have been undergoing training in preparation for their first review of the Council's Housing Service next year, we look forward to hearing what they have to say and finding out how they think we can improve.

We remain committed to providing a great service to our tenants and want to ensure that we are focusing on what is important to tenants.



Cllr John Kraujalis

Portfolio Holder
for Housing



Nirmal Samrai

Head of Housing
and Partnerships



Priorities 2019-20



New Homes: We will complete the Garage Sites and Other Council Owned Land Redevelopment Scheme and continue working towards delivering further new council homes over the coming years using the new Housing Investment Fund.



Quality Homes: We will continue to improve the quality of the Council's housing stock for the benefit of our tenants by ensuring that we continue to meet and also exceed the Decent Homes standard.



Support: We will make the best use of our stock, provide tenancy sustainment support, promote the provision of suitable accommodation, and provide information and advice to prevent and reduce homelessness.

Key facts

(as at 1 April 2019)



We provide 5,145 homes across the District



We lease 277 flats across the District on leasehold terms;



We have delivered 100 new homes in the last three years, with 19 new homes being let in 2018/19.



We sold 27 properties through Right To Buy in 2018/19, with 90 properties sold in the last three years.



We spent approximately £9.5m on planned maintenance works and responsive repairs & maintenance to the existing housing stock in 2018/19 to ensure your properties are well maintained.



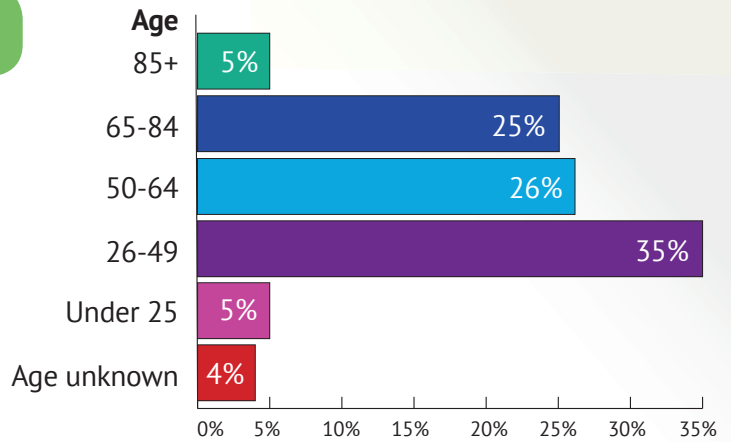
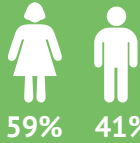
92% of respondents to our STAR survey said that they are satisfied with the service we provide overall.

Understanding and responding to your needs

Tenants have on average held their tenancies for **12 years and 7 months**. The longest tenancy held according to our records being an incredible **69 years!**

Our Tenants

Gender



From the STAR survey:

86% of tenants agreed that Cannock Chase Council treats its residents fairly and **91%** felt staff were friendly and approachable.

88% tenants surveyed felt that Cannock Chase Council is providing the service they expect from their landlord.



The Council has **5,145** properties for rent

Average time on housing register **12 Months**



1994 one bed properties;

1461 two bed properties

1532 three bed properties

64 four bed properties

56 sheltered bedsits

38 sheltered flats

297 households requiring 1 bedroom accommodation

There were **800** households on the Housing Register as at 31/3/19

45 households require 4+ bedroom accommodation

358 require 2 bedroom accommodation

100 require 3 bedroom accommodation

We received **36,885** calls through the Contact Centre on Housing related matters and **5,608** visits to the Housing Bungalow. There were also **117,313** views of the Council's Housing web pages.



Complaints and Compliments

2 Stage 2 complaints;
6 Stage 1 complaints;
81 MP enquiries;
11 recorded as informal (i.e. Councillor complaint on behalf of tenant, Anonymous or from another family member)

Of the 2 Stage 2 complaints

1 from Housing Property Services;
1 from Housing Maintenance.
Both were resolved.

Of the 6 Stage 1 complaints

4 were from Housing Maintenance;
1 from Housing Property Services and;
1 from Homelessness.



79% of all tenants surveyed in the STAR survey were satisfied with how the Council deals with complaints. We have improved since the last STAR survey; we introduced complaint learning forms which have helped us prevent repeat issues. We are now monitoring how long it takes us to respond to complaints and we hope to improve on our response times in the near future.

As well as complaints, we also record compliments from tenants.

Mr B said
“ We would like to compliment how hard Andy worked last week and very happy with the work that has been carried out. ”

Mrs M said
“ Just wanted to say Thank you to Tracey for your time, understanding and help (Neighbourhoods team) ”

Mrs G said
“ Thank you Jo for all the help you gave me when I moved house (Neighbourhoods team) ”

Mrs C said
“ The actions and kindness of Stuart who had a repair to carry out were very professional and at the end asked if there was anything else he could do or if anything needed. ”

Mrs H said
“ Thank you to the repairs team, especially Shaun who came and fixed my broken toilet cistern today within an hour and a half of reporting it. Everything was left both fully functioning and clean and tidy, excellent through out the whole problem, from reporting to the finished repair. So a big thankyou to everyone involved, a definite 11 out of 10 is deserved. ”

Tenant Engagement

In 2018/19 we produced 3 editions of Hometalk, we hope you found these informative and interesting.



In 2017 68% of all tenants were satisfied with the way the Council listened to their views. We have improved in 2019 to 78% of tenants being satisfied. We have also improved on keeping tenants informed in 2019. 89% of tenants were satisfied they were kept informed compared to 78% in 2017.

The STAR survey found that 81% of all tenants surveyed were satisfied and 5% were dissatisfied that they had an opportunity to make their views known.

In 2018/19 we introduced our first Tenant Scrutiny Panel, made up of volunteers of Cannock Chase Council tenants and leaseholders. Our customer-led 'Housing Improvement Panel' (HIP) look at the way our housing team works and gives you the opportunity to improve the services you receive. The Housing Improvement Panel carry out reviews, engage with tenants, leaseholders and staff, scrutinise performance and recommend improvements. In 2019/20 we will see their first review of the Council's Housing service, around the topic of gas safety. We'll report their findings in Hometalk magazine.



Repairs and improving your home

Repairs



11,749 repair jobs were completed in 2018/19

11,152 repairs appointments were made

11,134 repairs appointment were kept

We completed all repair jobs in 13.5 calendar days on average – just less than two weeks

Whilst all non-emergency repairs were completed in an average of 12.86 working days - roughly two and a half weeks

100% of emergency repairs were completed within 24 hours

The total cost of maintenance and repairs during 2018/19 was £4.82m

We know our performance in turning around void properties has worsened since last year. We have devised an Improvement Plan with a number of actions that we know will speed up the process for repairing and re-letting our properties. We hope to be even quicker than previous years.

100% of our homes meet the decent homes standard (excluding where tenants have refused remedial work).



Average re-let time: 43.24 days

Improving your homes



540 properties received electric upgrading works (wired in smoke detectors and provision of additional sockets)



820 properties had external envelope improvements (chimney and roof repairs, repointing, rendering repairs)



411 properties had new gas central heating



174 properties had bathroom upgrades



102 properties benefitted from major disabled facilities work (safe WC and showering, alterations to rooms; heating and power improvements; safety related works)



80 properties had kitchen refits



These capital programme improvements cost £4.67m

As part of the STAR survey Tenants and leaseholders were asked how satisfied they were with various aspects of the repairs and maintenance service, to which the highest level of satisfaction was with the attitude of workers (94%), with the next highest satisfied aspects 'being told when the workers would call' and 'keeping dirt and mess to a minimum' both over 90%.

Overall, 90% of tenants were satisfied generally with the repairs and maintenance on their home.



Managing your tenancy

Your Rent

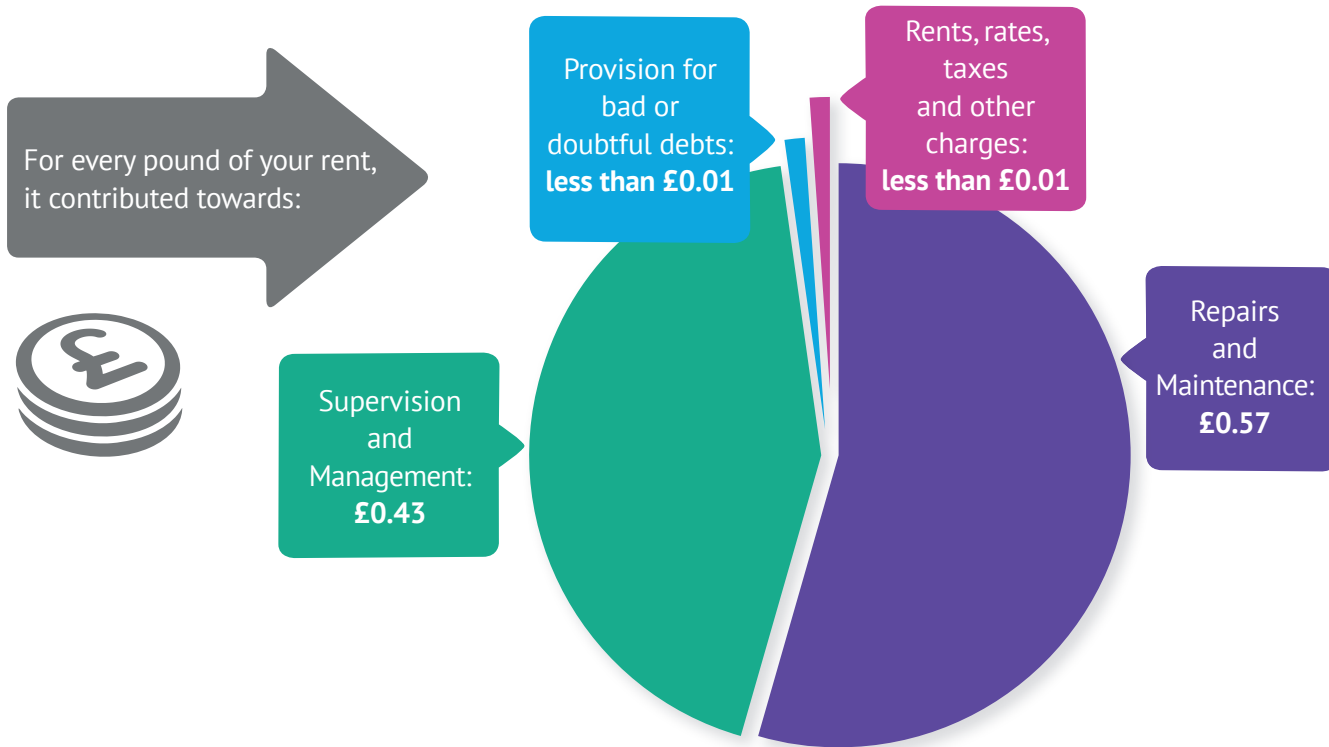
Following Government policy, we have been reducing your rent by 1% every year since 2015/16, which will last until March 2020.



Your average rent in 2018-19 was £72.98 per week.



We received £19.681m in rent income during the year.



Current tenants were in arrears to the amount of £226,574 at the end of the financial year. Those tenants in arrears were behind with their payments by an average £228, just over 3 weeks rent. However some tenants are behind by a lot more. We evicted 18 households as a result of their rent arrears.

59% of tenants felt fairly or very satisfied with moving between Council properties. 37% responded 'neither satisfied nor dissatisfied' likely because they had not moved, only 4% of tenants indicated they were dissatisfied.

In the STAR survey almost 93% of tenants who were surveyed are satisfied with the value for money of their rent.



We let 380 properties in total during 2018/19:



259 lettings were made to new tenants to social housing



100 lettings were to existing social housing tenants



21 mutual exchanges were completed

Lettings 2018/19



93% of new tenancies lasted more than 1 year.



283 tenants received a new tenancy visit and 65 tenants were assisted by the tenancy sustainment service.

Universal Credit

Unlike Housing Benefit, Universal Credit is paid directly to claimants, who will need to use it to pay their own rent. In certain circumstances, the Council can request that the housing element of UC is paid directly to them. Visit www.gov.uk/universal-credit for further information.

Information you will need when applying for Universal Credit:

- Your address and postcode
- Your email address
- Mobile telephone number
- Your bank (or credit union/building society) account number and sort code
- How much your rent is
- Your landlord's (or agent) name, address & telephone number.
- Your (and your partner's) earnings if you are working
- How much savings you (and your partner) have



Since November 2018, anyone of working age making a new claim for any of the benefits below will need to claim Universal Credit.

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment Support Allowance
- Housing Benefit
- Child Tax Credit
- Working Tax Credit.

Visit www.cannockchasedc.gov.uk/universalcredit to find out more. If you have any concerns about Universal Credit or paying your rent the **Income Management Team** is ready to assist call them on **01543 462621** or email moneymanagementteam@cannockchasedc.gov.uk

Don't delay, get ready for Universal Credit today!

- Get used to budgeting for monthly payments if you don't already.
- Try and pay something extra each time you pay your rent. This will help to stop you falling into arrears once you switch over to Universal Credit.
- Get some budgeting advice. **Staffordshire South West Citizens Advice** can be contacted on **03444 111 444** or online at www.citizensadvice.org.uk/local/staffordshire-south-west/



Building New Council Homes

During 2018/19 we let 19 brand new homes to tenants.

We spent approximately £1.7m on Council new build development during the year.



We completed another 6 sites as part of the Garage Sites and Other Council Owned Land Redevelopment Scheme, with the remaining 3 sites set to complete in early 2019/20.



We completed the sites at:

Coulthwaite Way, Rugeley

6 x 2 bedroom houses

Woodland Close, Cannock

2 x 2 bedroom bungalows and 2 x 2 bedroom houses

Petersfield, Cannock

2 x 2 bedroom bungalows

Speedy Close, Cannock

2 x 2 Bedroom bungalows

Cornhill, Cannock

3 x 2 bedroom houses

Wood View, Rugeley

2 x 2 bedroom houses



Looking forward to 2019/20

“ We will continue helping customers deal with the introduction of Universal Credit and providing tenancy sustainment support. We are in support of independent living, with plans to improve the undertaking of major adaptations to properties for people with mobility and other health issues, which make it difficult for them to access the facilities within their home. We are also progressing with our plans to deliver the £12.9 million Housing Investment Fund for new Council house building over the next 5 years. ”

Nirmal Samrai

Head of Housing and Partnerships

New Build 2019/20

George Brealey Close, Rugeley

2 x 2 bedroom houses;

Cannock Wood Street, Cannock Wood

3 x 2 bedroom houses;

Brunswick Road, Cannock

4 x 2 bedroom houses

In 2019/20 your rent has been reduced by 1% again in accordance with Government's rent policy, so average rents in 2019/20 will be:

1 bed = £65.53

2 bed = £74.31

3 bed = £78.21

4 bed = £86.94

HRA Capital Programme 2019/20 Priorities

Replacement of Central Heating	£1,671,000
External / Environmental Works	£1,664,000
Replacement of Kitchens	£718,000
Disabled Facilities Work	£715,000
Upgrading of Electrics	£575,000
Other Costs (inc. Replacement of housing vehicles, Demolition, Asbestos Testing) and Contingencies	£519,000
Replacement of Bathrooms	£386,000
New Build	£371,000
Void Properties	£355,000
Driveway Resurfacing	£211,000
Total	£7,185,000

Housing Revenue Account Budget 2019/20

£19,895,000	£19,832,000
HRA Income 2019/20	HRA Expenditure 2019/20





Keep in touch...

→  Search for 'Cannock Chase Life'

→  @CannockChaseDC

→  www.youtube.com/CannockChaseDC

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