

Report of:	Head of Housing and Partnerships
Contact Officer:	James Morgan
Telephone No:	01543 464 381
Portfolio Leader:	Housing
Key Decision:	No
Report Track:	Cabinet: 08/11/18

CABINET
8 NOVEMBER 2018
HOUSING SERVICES 2017-18 ANNUAL REPORT

1 Purpose of Report

- 1.1 To consider the draft 2017-18 Housing Services Annual Report to tenants as required by the regulatory framework for social housing in England.

2 Recommendation(s)

- 2.1 That the draft 2017-18 Housing Services Annual Report (attached as Appendix 1) is agreed for circulation to all the Council's tenants.
- 2.2 That if required, the Head of Housing and Partnerships, following consultation with the Housing Portfolio Leader, is authorised to make amendments to the draft 2017-18 Housing Services Annual Report prior to circulation.

3 Key Issues and Reasons for Recommendation

- 3.1 The Council is required to publish the 2017-18 Annual Housing Report as set out in the Regulatory Standards by Homes England.
- 3.2 A draft Annual Report is attached as Appendix 1.
- 3.3 The Annual Report must be circulated to all tenants and this will be achieved as part of the autumn edition of Hometalk.

4 Relationship to Corporate Priorities

- 4.1 The Council is required to publish an Annual Housing Report in accordance with the Regulatory Framework for social housing.
- 4.2 Meeting the regulatory requirements will assist in improving Housing Services and achieve the Council's corporate priority "Promoting Prosperity" by contributing towards the strategic objective "increasing housing choice".

5 Report Detail

- 5.1 Registered providers of social housing in England must meet regulatory standards by Homes England. The standards are classified as either economic or consumer. The economic standards do not apply to local authorities. The four consumer standards that the Council are required to meet are:
- Tenant Involvement and Empowerment Standard;
 - Home Standard;
 - Tenancy Standard;
 - Neighbourhood and Community Standard.
- 5.2 The Tenant Involvement and Empowerment Standard requires the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance. Such provision must include the publication of an annual report that should include information on repair and maintenance budgets.
- 5.3 A draft report is attached as Appendix 1.
- 5.4 The Annual Report must be circulated to all tenants. As a result, it is proposed to place a copy on the Council's website and distribute copies as part of the autumn edition of Hometalk. The costs of these actions can be accommodated within agreed budgets.

6 Implications**6.1 Financial**

There are no financial implications arising directly from this report. All costs associated with compiling the Annual Report have already been met from existing budgets.

Any costs arising from recommendations contained within the draft Annual Report can be met from within existing budgets.

6.2 Legal

There are no direct legal implications arising from this report save the Council's statutory duty to issue an annual report in accordance with the regulatory framework.

6.3 Human Resources

None

6.4 Section 17 (Crime Prevention)

Services which can help combat anti-social behaviour are identified within the Annual Report.

6.5 Human Rights Act

None

6.6 Data Protection

None

6.7 Risk Management

The Regulatory framework requires the Council to publish an Annual Report. Failure to do so will be a breach of the framework.

6.8 Equality & Diversity

Copies of the Annual Report will be provided in a variety of formats including audio and large print on request.

6.9 Best Value

None

7 Appendix to the Report

Appendix 1: Draft 2017-18 Housing Services Annual Report

Previous Considerations		
Housing Services Annual Report 2016-17	Cabinet	19/10/17
Housing Services Annual Report 2015-16	Cabinet	20/10/16
Housing Services Annual Report 2014-15	Cabinet	17/09/15
Housing Services Annual Report 2013-14	Cabinet	18/09/14
Housing Services Annual Report 2012-13	Cabinet	19/09/13
Housing Services Annual Report 2011-12	Cabinet	20/09/12
Housing Services Annual Report 2010-11	Cabinet	15/09/11
Housing Services Annual Report 2009-10	Cabinet	16/09/10
Consultation on the Tenant Services Authority Consultation – ‘A New Regulatory Framework for Social Housing in England’	Cabinet	21/01/10

Consultation on the Housing and Regeneration Act
2008 (Registration of Local Authorities) Order 2009

Cabinet

17/09/09

Tenant Services Authority Briefing Paper

Housing Policy
Development
Committee

24/02/09

Background Papers

None



Annual Report

for Tenants

2017/18

DRAFT



Welcome to the 2017/18 Housing Services Annual Report to tenants. Here we share information about our performance in the last financial year between April 2017 and March 2018. We have decided to refresh the format of the Annual Report and we hope you like it!

We want to regularly ask your opinion on the services we provide. The Survey of Tenants and Residents (STAR) survey was undertaken during last year and will be repeated every three years. This will enable us to track your changing views of the services we provide and make improvements where they are needed.

The good news from the survey is that you continue to be highly satisfied with the service you receive from us. There are some areas where we want to raise your satisfaction with the service. One of these is that we want to ensure that we are listening to and acting on your views. We have published a Tenant Involvement Strategy and are planning to introduce a new Tenant Scrutiny Panel in the near future.

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



Councillor Alan Pearson

Portfolio Holder
for Housing



Nirmal Samrai

Head of Housing
and Partnerships



Priorities 2018-19



New Homes: We will complete the Garage Sites and Other Council Owned Land Redevelopment Scheme and work towards delivering further new council homes over the coming years.



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 2018)



We provide 5,158 homes across the District



We lease 274 flats across the District on leasehold terms;



We have delivered 99 new homes in the last three years, with 35 new homes being let in 2017/18.



We sold 28 properties through Right To Buy in 2017/18, with 106 properties sold in the last three years.



We spent approximately £10.25m on planned maintenance works and responsive repairs & maintenance to the existing housing stock in 2017/18 to ensure your properties are well maintained.

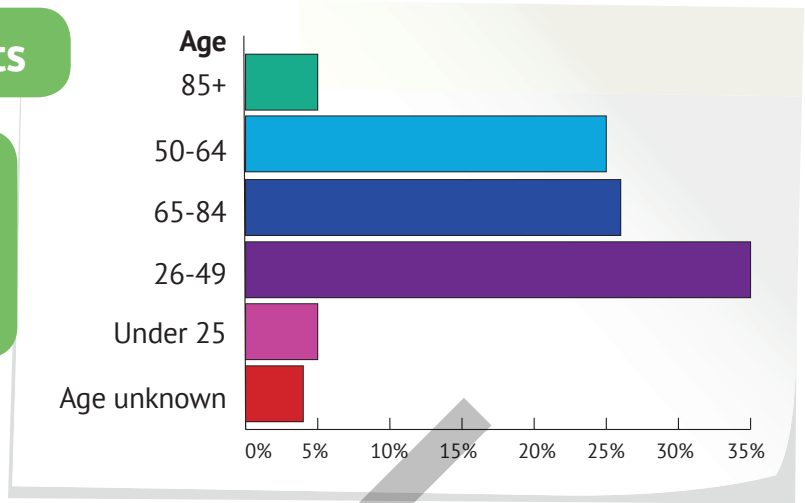
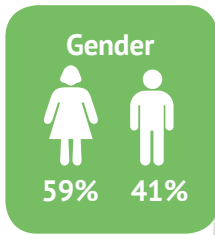


92% of respondents to our STAR survey said that they are satisfied with the service we provide overall.

Understanding and responding to your needs

Tenants have on average held their tenancies for **12 years and 3 months**. The longest tenancy held according to our records being an incredible **64 years!**

Our Tenants



From the STAR survey:

85% of tenants agreed that Cannock Chase Council treats its residents fairly and **87%** felt staff were friendly and approachable.

89% tenants surveyed felt that Cannock Chase Council is providing the service they expect from their landlord.



Average time on housing register **13 Months**

334 households requiring 1 bedroom accommodation

There were **886** households on the Housing Register as at 1/4/18

36 households require 4+ bedroom accommodation

411 require 2 bedroom accommodation

105 require 3 bedroom accommodation

1,998 one bed properties;

1,447 two bed properties

1,554 three bed properties

65 four + bed properties

38 sheltered flats;

56 sheltered bedsits

We received **42,794** calls through the Contact Centre on Housing related matters and **6,421** visits to the Housing Bungalow. There were also **116,110** views of the Council's Housing web pages.

Complaints and Compliments

21 formal Stage 1 complaints;

84 MP enquiries;

4 recorded as informal (i.e. Councillor complaint on behalf of tenant, Anonymous or from another family member)

Of the 21 Stage 1 complaints

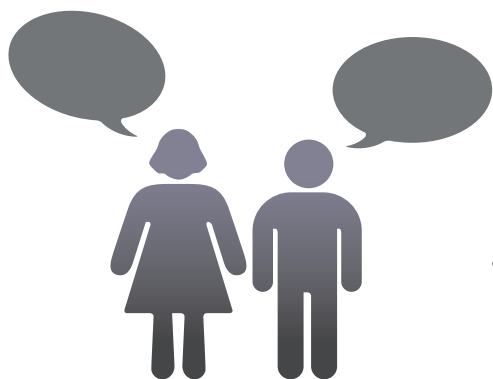
10 were from Housing Maintenance;

6 from Estate Management;

4 from Housing Property Services (regarding contractors) and;

1 from Allocations.

All Stage 1 complaints were resolved.



77.6% of all tenants surveyed in the STAR survey are very or fairly satisfied with how the Council deals with complaints. However we would like to get better at dealing with complaints and have introduced Complaint Learning Forms that are filled in for each complaint to ensure we are learning from each complaint and the actions we take.

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

Mr and Mrs B said

“ Martin finished decorating our kitchen and bathroom last week. We are very pleased with the result. Martin was very conscientious and did a perfect job ”

Mrs B said

“ We would like to thank Kevin and Tony for their rapid response to repair a lock today. They were very friendly today and I would like them to be thanked for their hard work. ”

Mr J said

“ My Tenancy Sustainment Officer Carolyn has gone the extra mile and has helped me with managing my tenancy. I can't thank Carolyn enough, she has assisted me with my utility bills and has given me budgeting advice along the way to stop me falling into arrears. ”

Mrs M said

“ My mother had a boiler fitted in July. I just want to tell you that the engineer, I think his name is Ben, was a credit to himself and your company. He went above and beyond even offering to make my mother a drink, he made sure she was comfortable with the work going on and left the kitchen spotless for her. ”

Tenant Engagement

In 2017/18 we produced 3 editions of Hometalk, we hope you found these informative and interesting.

Our STAR survey found that 81% of all tenants are satisfied with the Hometalk tenants newsletter and only 3% expressed any dissatisfaction with it.



In 2017/18 we produced our first Resident Involvement Strategy which sets out how we want tenants and leaseholders to be able to shape and influence the services we provide. As a result of regulatory requirements the Council had to reallocate funds away from the existing engagement mechanism of the Chase Tenants and Residents Federation, which unfortunately led to their cessation, and use those funds to introduce a Tenant Scrutiny Panel in 2018/19 and other wider reaching and regulatory-compliant measures.

The STAR survey found that 78% of all tenants surveyed were satisfied and 6% were dissatisfied that they had an opportunity to make their views known.

We also:

- Replaced the Estate Walks programme with Neighbourhood Plans for 2017/18 onwards;
- Carried out the STAR survey in early summer 2017;
- Commissioned an independent review into the Council's approach to resident involvement, which helped formulate the Tenant Involvement Strategy.

We would like to improve on this and are putting in place mechanisms through the Tenant Involvement Strategy and the introduction of a Tenant Scrutiny Panel to ensure more tenants feel they have an opportunity to make their views known.



Repairs and improving your home

Repairs



12,088 repair jobs were completed in 2017/18

11,545 repairs appointments were made

11,516 repairs appointments were kept (99.75%)

We completed all repair jobs in 13 calendar days on average - roughly two and a half weeks.

Whilst all non-emergency repairs were completed in an average 12.4 working days – again roughly two and a half weeks.

100% of emergency repairs were completed within 24 hours.

The total cost of maintenance and repairs during 2017/18 was £4.33m

We have got faster at repairing vacant homes to get them ready for new tenants quicker. In 2017/18 we turned around void properties in an average of 33.47 days, an improvement of over 3 days on 2016/17. A void that only required routine repairs was ready again in 23.18 days, whilst a property needing major work was ready in 45.47 days - both much quicker than last year, down from 32 and 58 days respectively.

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

Average re-let time: 33.47 days



Improving your homes



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



241 properties had bathroom upgrades



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



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



516 properties benefitted from new double glazing windows



57 properties had kitchen refits



308 properties had new gas central heating systems



These capital programme improvements cost £5.75m

As part of the STAR survey tenants and leaseholders were asked about their satisfaction with the overall quality and condition of their home, to which over 90% (on quality) and 92% (on condition) of tenants were satisfied. Whilst 88% of tenants overall were satisfied with the repairs and maintenance on their home.



Managing your tenancy

Your Rent

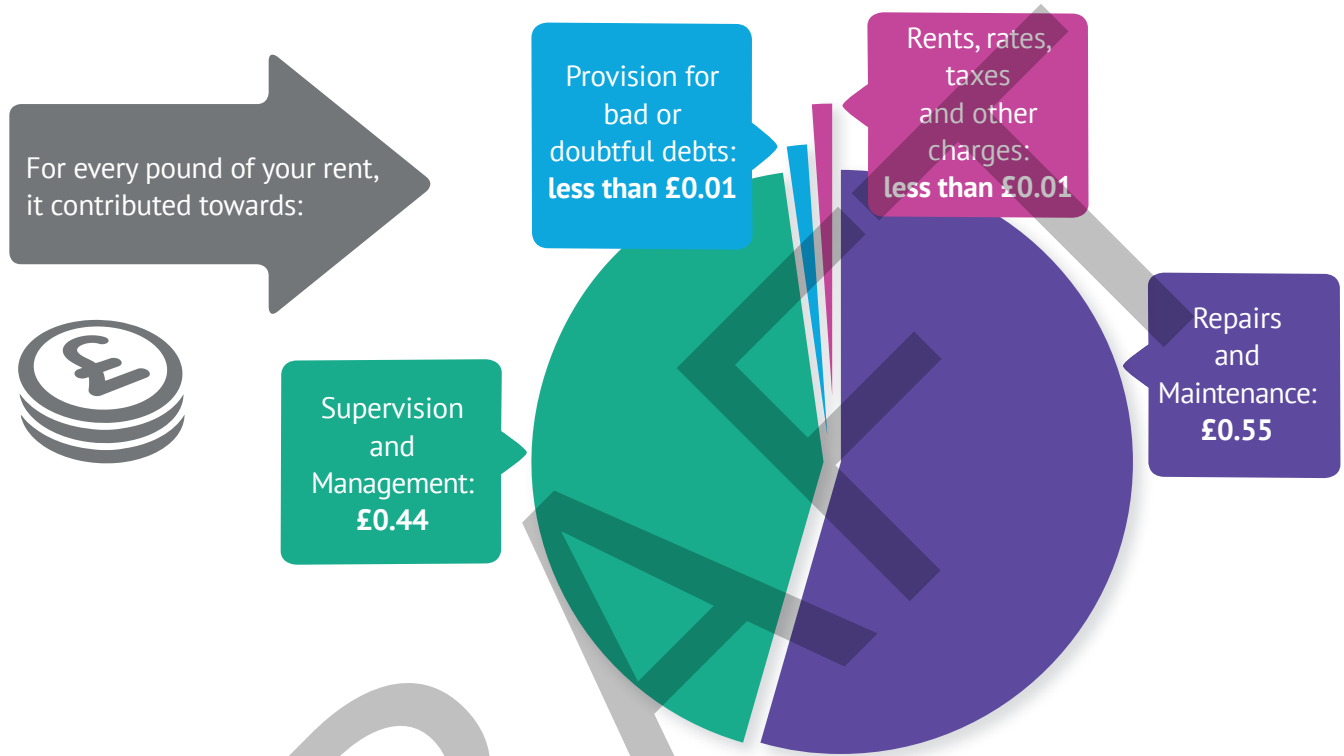
Following Government policy, we have been reducing your rent by 1% every year since 2015/16, which will last until March 2020.



Your average rent in 2017-18 was £73.71 per week.



We received £19.507m in rent income during the year.



Current tenants were in arrears to the amount of £290,000 at the end of the financial year. Those tenants in arrears were behind with their payments by an average £260, roughly 3 and a half weeks rent. However some tenants are behind by a lot more.

We evicted 14 households as a result of their rent arrears.

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



We let 449 properties in total during 2017/18:



324 lettings were made to new tenants to social housing



106 lettings were to existing social housing tenants



19 mutual exchanges were completed

Lettings 2017/18

92% of new tenancies lasted more than 1 year.

447 tenants received a new tenancy visit and 34 tenants were assisted by the tenancy sustainment service.

The STAR survey found 63% of tenants felt fairly or very satisfied with moving between Council properties. 33% responded 'neither satisfied or dissatisfied' likely because they had not moved, only 4% of tenants indicated they were dissatisfied.

Universal Credit

Universal Credit will be paid directly to claimants, who will have to pay their own expenses. For example, take a Council tenant eligible for Housing Benefit. That money used to go direct to the Council to pay the rent. After the switch to Universal Credit, the tenant will receive the money and have to arrange to pay their rent to the Council.

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

From November this year, anyone of working age making a new claim for any of the benefits mentioned below, will start claiming 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 464288** or email rents@cannockchasedc.gov.uk.

Don't delay, get ready for Universal Credit today

- Pay some extra money towards your rent so you won't have rent arrears once you switch over to Universal Credit
- Pay your bills by Direct Debit
- Get used to budgeting for monthly payments if you don't already



Building New Council Homes

During 2017/18 we let 35 brand new homes to tenants. We spent approximately £4.3m on Council new build development during the year.

We finished off the Moss Road Estate Redevelopment Scheme...



Completing the remaining 24 properties of the 65 new homes provided on the scheme.



We also let the first 11 properties on our Garage Sites and Other Council Owned Land Redevelopment Scheme.



We completed the sites at:

Berwick Drive, Cannock

3 x 2 bedroom houses and 2 x 2 bedroom bungalows

Hannaford Way, Cannock

3 x 2 bedroom houses and 3 x 2 bedroom bungalows

Looking forward to 2018/19

“We want to continue to improve the stock, build new homes and provide you with a high quality service. We are committing a further £12.6m on new Council house building over the next 5 years. We are also increasing support mechanisms to help customers deal with the introduction of Universal Credit.”

Nirmal Samrai

Head of Housing and Partnerships

New Build 2018/19

Coulthwaite Way, Rugeley

6 x 2 bedroom houses;

Woodland Close, Hednesford

2 x 2 bedroom houses and 2 x 2 bedroom bungalows;

Petersfield, Cannock

2 x 2 bedroom bungalows;

Speedy Close, Cannock

2 x 2 bedroom bungalows;

Cornhill, Cannock

3 x 2 bedroom houses;

George Brealey Close, Rugeley

2 x 2 bedroom houses;

Cannock Wood Street, Cannock Wood

3 x 2 bedroom houses;

Wood View, Rugeley

2 x 2 bedroom houses;

Brunswick Road, Cannock

4 x 2 bedroom houses

HRA Capital Programme 2018/19 Priorities

New Build	£1,764,000
External / Environmental Works	£1,585,000
Replacement of Central Heating	£1,495,000
Upgrading of Electrics	£575,000
Replacement of Bathrooms	£474,000
Replacement of Kitchens	£425,000
Disabled Facilities Work	£389,000
Void Properties	£344,000
Provision of Proposed Kerbs and Driveway Resurfacing	£240,000
Other Costs (inc. Demolition, Asbestos Testing) and Contingencies	£624,000
Total	£7,915,000

Housing Revenue Account Budget 2018/19

£19,756,930	£19,726,670
HRA Income 2018/19	HRA Expenditure 2018/19

In 2018/19 your rent has been reduced by 1% again in accordance with Government's rent policy, so average rents in 2018/19 will be

1 bed = £66.13

2 bed = £75.06

3 bed = £79.00

4 bed = £87.82





Keep in touch...

-  Search for 'Cannock Chase Life'
-  @CannockChaseDC
-  www.youtube.com/CannockChaseDC

Cannock Chase Council

Civic Centre, Beecroft Road, Cannock, Staffordshire WS11 1BG

tel 01543 462621

email customerservices@cannockchasedc.gov.uk

www.cannockchasedc.gov.uk