



# Annual Report for Tenants 2016-17

## **Introduction**

This is the Annual Report for Cannock Chase Council for the year ending 31 March 2017 as required under the regulatory framework for social housing in England from 1st April 2015.

The regulatory framework sets out 4 National Consumer standards against which Cannock Chase Council as a local authority provider of social housing must adhere to.

### **The four National standards are:**

- **Tenant involvement and empowerment standard**
- **Tenancy standard**
- **Neighbourhood and community standard**
- **Home standard**

Under each standard we set out:

- What services tenants can expect from the Council
- How we are performing
- How we compare against other providers

## **Tenant Involvement and Empowerment Standard**

**Registered Providers shall provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards.**

### **Customer Service, Choice and Complaints.**

**Your housing service must give all customers, including those with diverse needs, quick and easy access to services.**

The Council's Housing Services can be widely accessed:

(i) In person:

- Housing Reception in the Bungalow, Civic Centre.
- Rugeley Office.
- Hednesford Office (in Library).

(ii) By telephone:

- Via CRM System. All calls to the Council on 01543 462621 are routed through CRM system. Repairs calls are handled by CRM whilst all other service calls are passed to the relevant section to deal with the initial enquiry. Direct Extension Numbers are still available and given to customers where appropriate.
- Mobile phones. All external employees are provided with mobile phones and in some cases, e.g. Tenancy Support Officer, these numbers are given to customers.
- 24 hour payment line - 0845 2340080.

(iii) By email:

- General Enquiries address – [customerservices@cannockchasedc.gov.uk](mailto:customerservices@cannockchasedc.gov.uk).

<b>Team</b>	<b>Email Address</b>
Allocations	<a href="mailto:allocations@cannockchasedc.gov.uk">allocations@cannockchasedc.gov.uk</a>
Estate Management	<a href="mailto:emt@cannockchasedc.gov.uk">emt@cannockchasedc.gov.uk</a>
Housing Property Services (including Right to Buy)	<a href="mailto:hps@cannockchasedc.gov.uk">hps@cannockchasedc.gov.uk</a>
Housing Maintenance / Repairs	<a href="mailto:housingrepairs@cannockchasedc.gov.uk">housingrepairs@cannockchasedc.gov.uk</a>
Housing Options / Homelessness	<a href="mailto:housingoptions@cannockchasedc.gov.uk">housingoptions@cannockchasedc.gov.uk</a>
Leasehold Services	<a href="mailto:leaseholdservices@cannockchasedc.gov.uk">leaseholdservices@cannockchasedc.gov.uk</a>
Money Management	<a href="mailto:moneymanagementteam@cannockchasedc.gov.uk">moneymanagementteam@cannockchasedc.gov.uk</a>

Strategic Housing	<a href="mailto:strategichousing@cannockchasedc.gov.uk">strategichousing@cannockchasedc.gov.uk</a>
Service Improvement	<a href="mailto:serviceimprovements@cannockchasedc.gov.uk">serviceimprovements@cannockchasedc.gov.uk</a>

(iv) In writing:

- By letter
- Submission of forms e.g. Compliments, Comments & Complaints form.

(v) Via Internet:

- Online rent payment.
- Online repair report – Interfinder.
- Report abandoned vehicles.
- Housing Self Serve - Housing Rent, Find a New Home, Housing Options, Estate Management at [www.cannockchasehousing.co.uk](http://www.cannockchasehousing.co.uk).

Outside of office hours an emergency service is available via the Council's number 01543 462621. Trained operators at the Council's Central Control Centre deal with out of hours calls.

**Myth** *"Isn't it hard to get hold of the Council?"*

**Reality** No – for a quick response just visit, phone or email the Council from 9am-5pm Monday to Friday, or visit online anytime or in case of emergency phone the emergency number 24 hours a day.

### ❖ Customer Service – What we will do

- Reception staff will be welcoming, friendly, informative, discreet and professional at all times.
- Staff can be identified by name badges.
- Phone calls will be answered promptly and politely, and your letters acknowledged in 3 days and replied to within 10 days.
- There are 3 computers available in reception that visitors can use to place bids on properties; undertake job searches etc.
- A translation service will be provided on request.
- The housing reception area is disabled-friendly and accessible, with private interview rooms and a hearing loop available.
- Service Standards agreed with tenant representatives are available in leaflet form and on the Council's website [www.cannockchasedc.gov.uk](http://www.cannockchasedc.gov.uk).

### Serving you in Housing Reception 2016/17

- 5,514 reception visitors served in Housing Reception.
- 377 interviews took place in the private interview rooms.

There is a clear and easy way for people to make complaints. All complaints are monitored, investigated and responded to. For more information about

the Customer Service Standards of your housing service, just phone 01543 462621 and ask for the Service Improvement Team or email [serviceimprovements@cannockchasedc.gov.uk](mailto:serviceimprovements@cannockchasedc.gov.uk).

## Learning from Complaints

Registered Providers should have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.

Housing Services has a Compliments, Comments and Complaints Procedure which has been developed to work alongside the Council's Corporate Complaints process which ensures that complaints are dealt with fairly and promptly. The Complaints process is advertised and all complaints are investigated. The results of the complaints are fed back to the Housing Management Team. The Housing Management Team always look to learn from complaints and have made changes to the service as a result.

Complaints in 2016/17		
Description	Performance 2015/16	Performance 2016/17
No. of completed complaints resolved at stage 1	32	17
No. of stage 1 resolved complaints upheld	13	8
Number of cases referred to the Local Government Ombudsman	1	1

**Myth** "The Council will never admit they are wrong".

**Reality** If you don't think the Council has acted fairly you can take your complaint to the Local Government Ombudsman.

### ❖ Complaints - What we will do

- We will try to resolve all complaints at the first point of contact.
- Your complaint will be acknowledged within three working days of receipt by the Housing Service Improvement office. A full reply will be given within ten working days. You will be kept informed of where your complaint is in the process and of any potential delays in replying.
- We will inform you of the next step you should take if you disagree with the outcome of the complaint.

## **Involvement and Empowerment**

**Registered Providers shall ensure that tenants are given a wide range of opportunities to influence and be involved.**

### **Tenants and Leaseholders influencing**

- The Minor Works Focus Group assisted with the progress of the Minor Works Submissions and application forms.
- Hometalk magazine for every tenant and leaseholder 3 times a year.

### **How our tenants influence strategic priorities and policies from a wide range of opportunities.**

It is important to the Council that our residents are involved in shaping how services are delivered and there are a range of different options for involvement and empowerment.

### **Housing Liaison Meeting**

Representatives of Chase Tenants and Residents Federation meet regularly with the Housing Portfolio Leader and Head of Housing and Partnerships to discuss policies and strategic priorities.

### **C.T.R.F. Consultation Meeting**

Every two months Chase Tenants and Residents Federation Consultation meetings are held and every Council tenant and Leaseholder is invited to join. New procedures and policies are discussed at this meeting with senior Council Managers and other partners.

### **Service Level Agreement between Chase Tenants and Residents Federation and Cannock Chase Council**

This outlines the roles and responsibilities of C.T.R.F. and details the support which will be given by the Council.

### **Minor Works Focus Group**

A budget is set aside each year for any Council tenant/Leaseholder to submit by application suggestions for small projects which would improve the area where they live and provide benefit to several homes, e.g. improving security or environmental improvements. The submissions are considered by the tenant members and Federation members representing the Minor Works Focus Group Panel and suitable projects are selected for action.

### **Contract Progress Meeting**

Each partnering contract, i.e. External Envelope Works, Electrical Upgrade, Central Heating Upgrade or Kitchen and Bathroom replacement, all hold regular site progress meetings. Resident volunteers attend the meetings to give their opinions on any matters raised, or raise any matters they feel would benefit the contract.

### **Repairs and Maintenance Focus Group**

This group meets quarterly with Senior Council Officers to discuss and decide on the way the repairs and maintenance service is delivered.

### **Bright Ideas**

The Bright Ideas Scheme encourages our tenants to submit ideas on how services can be improved. Tenants who make suggestions that are put into practice to improve the service, save money or just make things easier, are rewarded with a £25 voucher.

### **Tenants and Residents Associations**

Grants are provided to all constituted residents associations. These vary according to the number of properties covered with a minimum grant of £250 each year. These grants enable groups to hire rooms and to pay for printing and photocopying of newsletters and leaflets, etc. Communication is considered to be vital in sustaining associations and in successful community building.

### **Support provided to C.T.R.F.**

- An annual grant which now covers provision for a part time support worker employed by the CTRF.
- Tenants Resource Room comprising computers, telephone and photocopier.
- Use of mini conference facilities with overhead projector, television and player.
- Tenants, prospective tenants, leaseholders and residents are encouraged to attend relevant seminars and workshops.
- C.T.R.F. magazines are produced regularly and delivered with Hometalk.
- C.T.R.F. Business Plan provides a statement of commitment to encourage all involved residents to attend capacity building training. The Business Plan is reviewed annually.
- C.T.R.F. are members of the Tenant Participation Advisory Service (TPAS).
- No tenant, prospective tenant, leaseholder or resident should be out of pocket due to attendance at training courses.

### **Travel and Care support available**

The Council is keen to remove any barriers to involvement. Therefore to facilitate attendance at events, re-imburement of travel costs is made. Care costs may also be paid for those residents with responsibilities for care of the infirm or children under fourteen years of age. £10 per meeting is available for qualifying residents. Application for care costs should be made in advance of a meeting or event.

## **How the Council supports tenants to build capacity and be more effectively involved**

- Tenant Involvement leaflets and documents all include a statement offering translations in the following languages: Bengali, Gujarati, Chinese, Urdu, Punjabi and Polish.
- A portable hearing loop system is available for use at meetings.
- A taxi for wheelchair users is available to those who require this when attending meetings etc.

### **T.P.A.S. Membership**

The Council are members of the Tenant Participation Advice Service. The Council is committed to equal opportunities and valuing diversity and will consider the needs of all members of our community. Every employee receives training in equal opportunities and diversity issues.

### **Understanding and responding to diverse needs of tenants**

Hometalk is available in large print or spoken word tapes/CD's.

15 tenants receive large print versions, whilst 5 people received tapes/CD's.

### **New for 2017/18**

#### **Star Survey**

The Council will be carrying out its first STAR (Satisfaction of Tenants And Residents) survey during early 2017/18. A postal survey will be sent out to approximately 1,500 randomly selected tenants and leaseholders across the District. The results will be used to improve services where possible and allows tenants and leaseholders to say whether services are being provided as they need and want them to be.

#### **Resident Involvement Strategy**

A new Resident Involvement Strategy will be introduced in 2017/18 which will increase and widen the mechanisms for tenant and leaseholder involvement.



## Rents in 2016/17

Local Authorities shall charge rents in accordance with 'Guidance on Rents for Social Housing' issued by Government in May 2014. This sets out the Government's Policy on rents for stock owning local authorities from April 2015 onwards. The Welfare and Work Act 2016 introduced the requirement for all social housing providers in England to reduce social housing rents by 1% a year for 4 years from 1st April 2016.

Description	2015/16	2016/17
Average rent per household	£73.94	£73.16
Number of evictions for rent arrears	21	16

**“Overall, the average rent charged per property decreased by an average of £1.48 per week in 2016/17”**

**Myth** *“The Council keep putting the rents up when they need more money”*

**Reality** There are strict Government guidelines which determine the level of rents. The Council implemented a 1% rent reduction in 2016/17 as per the Government's 4 year rent reduction policy.

### ❖ Rents - What we will do

- The Council will implement the Government's 4 year rent reduction policy.
- The Council will send a letter informing tenants of any changes at least four weeks before implementation.
- The Council aims to maximise rent collection and minimise rent arrears whilst enabling tenants to maintain their tenancy wherever possible. We assist with housing benefit advice, maximisation of income and will liaise with Citizens Advice or other tenant representatives.
- Provide accurate and up to date information on the Council's policy and procedure in relation to rent collection and arrears management.
- The Tenancy Sustainment Team will provide advice on budget management and will signpost tenants to professional bodies to receive the most appropriate support to sustain their tenancies
- Provide a range of payment options.

As your landlord, we realise there are many reasons why people are sometimes unable to pay their rent. This could include unemployment, illness or family issues and in all cases we will do what we can to support people. We would always prefer to work with the tenant to keep them in their home and to support them with managing their rent payments.

### **What we've done over the last year:**

- Our Money Management Team work hard to help tenants who are behind with their rent to maintain their tenancies. We agreed realistic repayment schedules with tenants in order to help them clear their debt. We also gave advice to help prevent tenants getting into further debt in the future.
- We have maintained our partnership with Cannock Citizens Advice (CA) to make sure that all of our tenants receive independent / objective advice and help .
- We continued to work in partnership with Housing Benefit Service to ensure that our tenants are aware of changes to the welfare benefits, making sure that our tenants have applied for all the benefits that they are entitled to and are able to receive appropriate advice and support.
- We have provided access to rent accounts on line to 331 tenants through Self Serve service and or printed statements on request.

### **What is changing in 2017/18**

December 2015 saw the introduction of Universal Credit in Cannock. This is a new benefit managed by Department for Work and Pensions (DWP) which will replace 6 benefits. Universal Credit full service will start in Cannock from November 2017.

One of the key points of Universal Credit is that the claimant will receive their total benefit payment into their bank account, monthly, in arrears. It is very important that tenants who have moved onto Universal Credit understand that their benefit payment will now include their rent and will also be paid monthly (less frequently than at present). It is essential that tenants make paying their rent their top priority, to avoid the risk of losing their home. If they are having difficulties with delayed payments or budgeting, they should talk to their Money Management Officers and discuss a solution with us. In almost all cases, we can help to arrange a payment plan by setting up direct debits and can offer extra support and help where this is needed.

# Tenancy Standard

## Allocations

**Registered Providers shall let their homes in a fair, transparent and efficient way.**

**They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how they:**

- **make the best use of available housing**
- **are compatible with the purpose of the housing**
- **contribute to local authorities' strategic housing function and sustainable communities.**

**There should be a clear application, decision making and appeals process.**

### **Applications 31 March 2017**

<i>Band</i>	<i>No. of 'live' applications</i>
Band 1	83
Band 2	104
Band 3	138
Band 4	248
Total	573

### **Lettings by Band 2016/17**

<i>Band</i>	<i>Total Lets</i>
Band 1	121
Band 2	113
Band 3	76
Band 4	96
Total	406

Housing conditions have a major impact on the health of occupants, particularly our more vulnerable residents. The Housing Strategy and our Strategic Housing Priorities have been developed to ensure the District has a decent affordable housing stock that offers appropriate housing and choice for all residents, and assists in creating sustainable and healthy communities.

### **❖ Allocations - What we will**

- We will provide a toolkit which explains how to complete your application form.
- We will provide a copy of the Allocations Policy (Somewhere to Live) at your request which will explain how properties are allocated.

- We will verify your application made on 'Cannock Chase Housing' formerly 'Cannock Chase Homes' within 10 working days.
- We will contact you if your application is not complete or if further information is required.
- Once all identification documents are received, we will complete a full assessment of your housing needs within 10 working days and notify you of your banding in writing.
- We will notify you if we have given you reduced preference or if your application has been excluded from the Housing Register and provide details of how to request a review.
- We will send you a review letter each year.
- We will ensure that a Housing Officer views any property offered with you.
- We will provide a welcome information pack to ensure you are aware of all available services before you move into your new home.
- We will provide a decorating allowance to help you purchase the necessary decorating materials if it is felt that the property is not up to the lettable standard. The maximum allowance for a three bedroom house is £220.
- We will regularly review the Allocations Policy to reflect any changes in the law or government guidance and to ensure continued improvement.

### Tenancy Management

**Registered Providers shall offer and issue the most secure form of tenure compatible with the purpose of the housing and the sustainability of the community. They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements. Registered Providers shall set out in an annual report for tenants how they are meeting these obligations and how they intend to meet them in the future. The provider shall then meet the commitments it has made to its tenants.**

<b>Tenancies in 2016/17</b>			
<b>Description</b>	<b>Target 2016/17</b>	<b>Performance 16/17</b>	<b>Target 2017/18</b>
Number of secure tenants receiving a tenancy audit	75	148	100

**Myth** *"The Council never take action against tenants who commit illegal occupation or sublet their home"*

**Reality** The Council take tenancy fraud very seriously and have a dedicated Fraud Team to help detect fraudsters who illegally occupy or sublet Council homes.

### ❖ **Tenancy Management - What we will do**

- Use a wide range of tenancies which are the most appropriate in the circumstances.
- Carry out a new tenancy visit to each tenant within the first six weeks.
- Take action against tenants who cause problems while they are introductory tenants.
- Investigate all complaints about conduct of tenancies promptly and take appropriate action, including possible legal action.
- Investigate all alleged Tenancy Fraud cases in conjunction with the Council's Housing Benefits Team.
- Review introductory tenancies after nine months to make sure they are being conducted satisfactorily.
- Investigate promptly any breaches of the tenancy agreement and take appropriate action.
- Acknowledge mutual exchange applications within 14 days and inform you of our decisions within 42 calendar days.

## **Neighbourhood and Community Standard Neighbourhood Management**

**Registered Providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.**

- We will inspect and in co-ordination with our partners ensure the removal of all fly-tipped items on housing land, communal areas and garage sites.
- Arrange for the removal of graffiti on Council homes, estates and garage sites.
- Arrange for the removal of abandoned vehicles on housing land.
- Monitor the grounds maintenance contract and where necessary arrange with our partners for any remedial work required to bring the site up to an acceptable standard.
- Inspect trees which are dangerous or causing nuisance on housing land.
- Carry out regular inspections of all Council low rise flatted estates.
- Carry out a programme of minor works through applications from any Council tenant.
- Monitor and assist with the vulnerable tenants grass cutting service.

### **❖ Neighbourhood Services – What we will do**

Estate Walks - Traffic Light system

The frequency of the estate walks were determined by a score rating for each estate, based on the number and type of issues which were identified from the walks during the previous year. As a result of the evaluation, an estate is categorised into one of three "traffic light" group evaluation rating. The walks may be increased or decreased through each year as each walk is constantly under review.

Suggestions were also be made by participants for estate based improvements by application through the Minor Works Focus Group.

**“62 Estate Walks were carried out and 79% of these areas were given a ‘green’ traffic light group evaluation rating.”**

All estate walks have an open invitation for tenants and residents and at times we will invite and may be accompanied by other interested parties such as local Councillors, Highways representatives and other partner

agencies, to identify any issues that affect the appearance of the estates. Residents associations will invite their members to join walks.

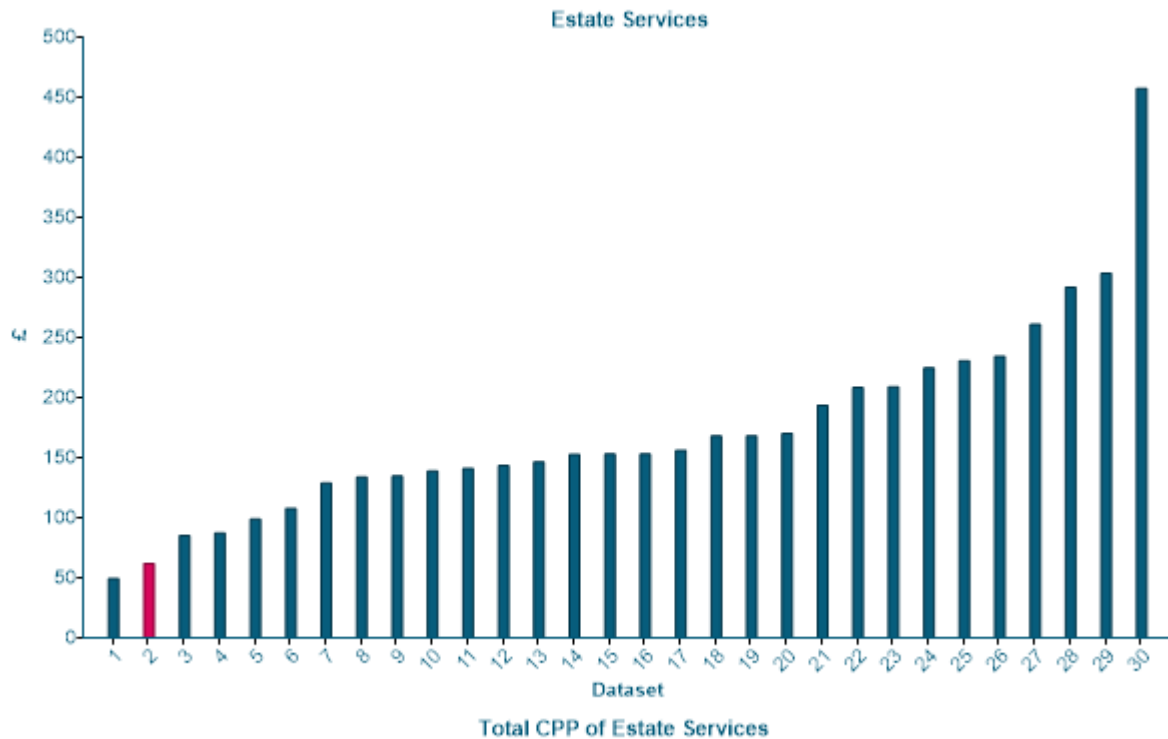
Details of the Estate Walk results held during 2016/17 can be found on the Council's website or by contacting the Estate Management Team. Estate Walks will stop being held from 1 April 2017, and will be replaced with Neighbourhood Plans.

Council employees working to support communities around Council estates include:

- Estate Caretakers.
- Tenancy Support was provided by our partners Bromford Living. This service enabled vulnerable tenants to maintain their tenancy and to be part of the community. From August 2016 Tenancy Support was provided by two Tenancy Sustainment Officers, due to the removal of Supporting People grant which meant that Bromford could no longer provide the service. The Tenancy Sustainment Officers provide a service to assist with tenancy sustainability and provide support to vulnerable people.
- Visiting Officer - Assists both applicants and tenants in moving to accommodation suitable for their needs.
- Alarms Visiting Officer - ensures a good understanding and benefits of the alarm system by vulnerable tenants.
- Sheltered Scheme Managers - local residents are encouraged to join activities in our schemes e.g. lunches and entertainment.

### **Estate Services**

The chart below shows the total cost per property of Estate Services provided by the Council. The Council's 2015/16 performance (2016/17 not yet available) is shown in comparison to other similar organisations that are part of the Housemark Benchmarking. A total cost per property of £62 indicates excellent performance in relation to other organisations.



Total CPP of Estate Services				
Comparator Group Quartiles		Upper	Median	Lower
		133.97	152.97	208.84
Id	Results for Cannock Chase DC	Result	Rank	Quartile
2	Cannock Chase DC (2015/2016)	62.01	2	★

## Anti- social behaviour

**Registered Providers shall work in partnership with other agencies to prevent and tackle anti social behaviour in the neighbourhoods.**

### **Tackling anti-social behaviour (ASB) in 2016/17**

- 100% of serious ASB cases were responded to in 1 working day - There were 6 cases.
- 100% of persistent ASB cases were responded to in 2 working days - There were 63 cases.
- There were no environmental ASB cases reported.
- 100% of tenants who responded to either a paper or telephone survey were satisfied with the management of their case.



## Local Area Co-operation

**Registered Providers shall co-operate with relevant partners to help promote social, environmental and economic well being.**

- The Council's Community Safety Partnership has been formed to work with a wide range of Partners to prevent and tackle ASB.
- We work closely with the Police and Victim Gateway to tackle issues and provide practical support to victims and witnesses suffering ASB.
- Work closely with the Council's Community Safety team to promote support and implement initiatives to prevent ASB in partnership with other agencies.
- Incidents of ASB can be reported on the Council 24hr ASB hotline 'Don't Live with it Report it' on 01543 462621 or by using the online 'Report it' section' on the Council website.

**Myth** *"Isn't the Council sometimes soft on anti-social behaviour"*

**Reality** No, Council officers are working to deal with these problems at an early stage to ensure the best rate of success.

### ❖ **Tackling Anti-Social Behaviour – What we will do**

- We will provide a dedicated Estate Management Officer to discuss the situation with you and advise you on what we can and cannot do, and in conjunction with you, formulate an Action Plan that will clearly set out what will be done and by whom.
- We will ask you to keep diary sheets if necessary of any incident you experience or where appropriate, provide you with other ways to record information (e.g. Dictaphone).
- We will work closely with you and keep you informed of the progress made in dealing with the situation.
- We will investigate all reports of anti-social behaviour promptly.
- We will try to resolve any disputes between neighbours in the most effective and appropriate way.
- We will consider where appropriate, taking legal action against any person who continues to cause anti-social behaviour and where all other attempts to stop them doing so have failed.
- We will provide support and protection, wherever possible to witnesses and victims of ASB.
- We will work with other agencies, including the Police, in tackling ASB and making the estate where you live a better place.
- We will use mediation services where appropriate.

## The Home Standard

**Registered Providers shall ensure tenants' homes meet the Government's Decent Homes Standard and continue to maintain to at least this standard. Registered Providers shall also provide a cost-effective repairs and maintenance service that responds to the needs of, and offers choice to tenants, and has the objective of completing repairs and improvements right first time.**

### Repairs and Maintenance

The Council endeavour to provide a prudent and planned approach to repairs and maintenance. This approach includes responsive and cyclical repairs, planned and capital work, work on voids and adaptations.

<b>Key Task Area</b>	<b>Performance 2015/16</b>	<b>Performance 2016/17</b>	<b>Target 2017/18</b>
Percentage of repairs undertaken as an emergency and urgent	35%	28%	38%
Percentage of emergency repairs completed within former government time limits	99.0%	99.3%	99.0%
Average time taken to complete non-urgent repairs	10.30 days	10.65 days	12 days
No. of tenants benefitting from major disabled facilities work	133	98	100
No. of adapted properties relet utilising existing facilities	5	5	5
Percentage of properties with a valid landlord gas safety record	99.71%	99.83%	99%
Tenant satisfaction with gas maintenance	99%	98%	94%

## ❖ Repairs & Maintenance - What we will do

- Provide an emergency repair service 24 hours a day, 365 days a year.
- Complete repairs within the priority times set out in the Repairs Handbook.
- Offer an appointment for all internal work when you report your repair and provide you with a number for reference.
- Agree a password with you if necessary, so that you can be sure that your visitor is genuine.
- Give you advance warning if we have to cancel an appointment and offer you an alternative time.
- Responsive repairs operatives wear a recognisable blue uniform with the Cannock Chase Council logo.
- External contractors will wear their own recognisable uniform as follows: P H Jones (Gas installation and Maintenance) wear blue, Lovell Partnership Ltd (Kitchen and Bathroom work) wear navy and burgundy, Dodd Group (Midlands) Ltd (Electrical Work) wear dark blue.
- Provide proof of identity before entering your home.
- Not enter your home unless a responsible adult is present.
- Not use inappropriate language or use radios in your home.
- Respect your privacy and confidentiality at all times.
- Keep all materials and tools safe and warn you if it is necessary to obstruct doorways, stairs etc.
- Tell you if we need to turn off services, and let you know how long they are likely to be turned off.
- Use good quality materials, manufactured to the relevant British Standard.
- Undertake all work in a safety-conscious manner in accordance with current health and safety guidelines.

**Myth** *"The Council do repairs when they want to do them"*

**Reality** An appointment/time slot can be made to have the repair carried out when it suits you.

- Tell you if we need to leave the premises during the course of the job, tell you why and how long we expect to be away.
- Clean and tidy our work area before we leave your home and keep noise and dust levels to a minimum.
- Leave a calling card if no-one is at home, with contact details to rearrange another appointment.
- Inspect 10% of gas service work after completion to ensure it meets quality standards.
- Not smoke in your home and expect you and any other people present not to smoke when we are working in your home.
- Ensure new tenants will have properties which meet the Letting Standard.
- Service lifts four times every year.

- Reply to all letters within 10 working days, if this is not possible an acknowledgement will be sent within 2 working days providing a timescale for a full reply.
- Carry out four inspections a year to communal fire alarms and emergency lighting.

### Meeting Decent Homes Standard

The key requirement for the Council has been investing in the housing stock to maintain the Decent Homes Standard. The target was to meet decent homes standard by 2010 and since then we have been maintaining our stock to the standard. The HRA Capital Budget has delivered six major improvement programmes to help to maintain the standard.

Key Task Area	Performance 2015/16	Performance 2016/17	Target 2017/18
Replacement kitchens	75	54	60
Replacement bathrooms	362	310	260
Electrical upgrading	704	677	600
Gas Central Heating upgrades	311	321	275
External Envelope	971	710	635
Double Glazing	1201	1146	525

### Direct responsive repairs and voids cost per property

The chart below shows the total costs per property of responsive repairs and voids works compared to other organisations in the Housemark Benchmarking group. The Council's 2015/16 performance (2016/17 not yet available) is shown below, and is in the upper quartile of performance compared to other organisations in the Benchmarking Group.



Total CPP of Responsive Repairs & Void Works				
Comparator Group Quartiles		Upper	Median	Lower
		724.77	769.58	843.81
Id	Results for Cannock Chase DC	Result	Rank	Quartile
7	Cannock Chase DC (2015/2016)	716.97	7	★

## Value of your money – Our Commitments to you

### Housing Revenue Account – 30 Year Business Plan

The Business Plan sets out the income and expenditure for the Housing Service for a 30 year period. Following the introduction of the 4 year 1% annual rent reduction the Council reviewed the Business Plan and was able to maintain the majority of long-term plans and major investment for the future of the existing housing stock. Included are:

#### Kitchen Programme

To date, approx. 3,800 homes have benefitted from a new kitchen and additional properties have had a replacement kitchen whilst void. As a result of this work only 60 upgrades are programmed for 2017/18.

#### Replacement Bathrooms

Work to 310 homes was completed in 2016/17 which included a new toilet and wash hand basin and the choice of a replacement bath or a shower - all in white. Shower installations include an electric shower, shower curtain rail and a shower curtain which are gifted to each tenant. (In some homes

where some sanitary ware has already been replaced only the old items will be replaced).

### **Electrical Upgrades**

677 properties underwent electrical upgrades during 2016/17. Work includes installation of hardwired smoke alarms and provision of additional sockets.

### **Central Heating**

During 2016/17, 321 central heating upgrades were completed, the majority of which were for upgrading the existing boilers where these were beyond economical repair.

### **External Works**

710 properties benefitted from replacement guttering, roof remedial work and other outside work during 2016/17.

### **Disabled Facilities Works**

Work to 98 homes was carried out during 2016/17. These included level access showers, stair lifts, ramps, door widening and kitchen alterations.

### **Double Glazing**

A contract for the Council's window refurbishment programme commenced in 2013/14 with over 4,300 properties benefiting to date. Work on the programme has progressed well and 1146 properties were completed in 2016/17. The work is programmed to complete in 2017/18, to provide ALL homes with double-glazed windows which have new locking handles.

### **Major Redevelopment Schemes**

#### **Moss Road Estate – Reema Flats Redevelopment Scheme**

The mixed tenure scheme will comprise 65 new Council houses and 76 houses for sale. The scheme is progressing well with 41 completions handed over and let at the end of 2016/17, with full scheme completion is on target for Spring 2018.

#### **Former Garage Sites and Other Council Owned Land**

The Council completed a competitive tendering process for a Development Partner to design and build new Council properties on a number of former garage sites and other Council owned land across the District, appointing Novus Property Solutions. Additional funding was secured during 2016/17 to extend the scheme to deliver 39 dwellings on 11 sites across the District. Work started on three of the sites during 2016/17, with all 39 dwellings to be completed by September 2018.

This leaflet can be provided in Braille, on audio cassette tape/disk, **large print** and in the following languages on request to Cannock Chase Council on 01543 462621.

Bengali, Gujarati, Chinese, Urdu, Punjabi and Polish.

আপনি অনুরোধ জানালে এই কাগজপত্রগুলোর বাংলা অনুবাদের ব্যবস্থা

如有要求的话我們可將此文件翻譯

વિનંતી દેવાથી તમને આ દસ્તાવેજ તમારી માન્યભાષા:

Ten dokument jest dostępny na żądanie w twoim języku

**? = 01543 462621**

### **Cannock Chase Council**

Civic Centre, PO Box 28, Beecroft Road, Cannock, WS11 1BG

Tel: 01543 462621

Fax : 01543 462317

Email: [customerservices@cannockchasedc.gov.uk](mailto:customerservices@cannockchasedc.gov.uk)

September 2017