



Broxtowe
Borough
COUNCIL

Welcome to Your

HOUSING ANNUAL REPORT

1st April 2021 – 31st March 2022

This year has been a busy year for the Housing Department with a new Housing Strategy approved, plans developed for Phase 1 of the Housing Delivery Plan and a Stock Condition Survey completed to help inform our 30-year Asset Management Plan and Strategy.



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INTRODUCTION.....

We have been delighted to welcome back Independent Living social activities this year. The activities are seeing a similar level of attendance, with tenants welcoming the return of Council led activities and support provided to develop tenant led activities. A total of 4,552 tenants, family members and friends have attended the 460 activities provided throughout the year.

Plans set out in the Housing Delivery Plan to build and acquire more homes to meet social and affordable housing demands have progressed. A total of 13 homes for social rent were added into our housing stock and plans for the provision of an additional 79 homes have started to be developed.

Employees continue to work in a hybrid manner, working from home where their workload allows, but also having a visual presence in our neighbourhoods and carrying out home visits with tenants. The provision of Housing Repairs has returned to a full service and the team has cleared any back log of works resulting from previous restrictions.

The majority of service provision has now returned to a normal level and although some planned works have been directly impacted by supply chain issues, this has now significantly reduced. The Council, like a lot of organisations, has experienced recruitment difficulties, which has resulted in a number of posts remaining vacant for extended periods of time. However, employees have pulled together to ensure high quality services continue to be provided.

We hope that you are seeing the benefits of services returning to normality and continue to do so. If you do need to contact Housing about our services, a full contact list is provided on the back cover of this report.



KEY ACHIEVEMENTS

The Council's Corporate Plan sets out our Housing priority, with an aim of:

“A good quality home for everyone”

This will be achieved by:

- Building more houses, more quickly on under used or derelict land
- Investing to ensure our homes are safe and more energy efficient
- Preventing homelessness and help people to be financially secure and independent

During 2021 - 2022 the Housing Department has achieved a number of key objectives towards meeting the aim set out in the Corporate Plan.

An Energy Improvements and Grants Coordinator was recruited to help the Council to secure funding to enable a range on energy efficiency works to be carried out to our housing stock. More details of plans for this area of work can be found on page 13 of this report.

Work is ongoing to meet social and affordable housing need through actions set out in the Housing Delivery Plan. The Plan aims to build and

acquire a minimum of 230 Council homes between 2019 and 2029. During the period of this report:

- 8 properties have been purchased back into the Council's housing stock, which enabled homes to be offered to those on the Council's housing waiting list.
- Five new one-bed homes for ex-service personnel have been completed and tenants have moved in. The flats have energy efficient features such as air source heat pumps and photovoltaic solar panels.
- Negotiations have been taking place with a local house builder to build 35

new rented homes and 18 shared ownership homes.

- Three garage sites in Chilwell have had planning application submitted for 9 new houses to be built.
- A garage site at Watnall is being considered for 2 new houses to be built.
- A planning application has been submitted for the development of 12 houses and 3 apartments at the site of a former pub in Chilwell.

A Housing Quality Network (HQN) review into the Council's Independent Living stock identified 648 properties as being unsuitable for Independent Living. In addition to this, there is a high demand on our waiting list for General Needs properties and low demand for many Independent Living Properties. An option



appraisal was completed to consider how each property could be used in future.

A phased approach has been taken with affected tenants consulted with and given the option to become General Needs tenants or be supported to move and retain their Independent Living status. Tenants wanting to remain in Independent Living accommodation received continuity of service, whilst they were actively looking for alternative accommodation through Homesearch, the Council's Choice Based Lettings service.

An Independent Living Coordinator was assigned to provide support and had regular contact with all tenants affected by the re-designation, at every step of the process. They helped to provide clarity on what the changes meant for each household, supported with the completion of Homesearch applications and remained in contact after re-designation had taken place. This was to ensure tenants were settled with their new homes or

the changes to service provision.

Changing how our stock is classified and managed has helped to increase the number of properties available to those on the Council's waiting list. It has gone some way to help applicants secure accommodation and rehouse some who have presented themselves to the Council as homeless.

The Tenancy Sustainment Service saw 20 tenants referred to them this year, alongside the 19 tenants already being supported and out of these 31 tenants were no longer received support at the end of the year. An additional Tenancy Sustainment Officer post has been recruited to, which will mean that the Tenancy Sustainment Service is be

able to look at referrals before tenants sign up, so we are able to identify tenants that need assistance from the start of their tenancy.

Rent performance has continued to excel with the Income Team achieving 100.91% of rent collected as a proportion of the rent owed. Due to the work carried out to advise and support tenants by the Housing Department, there hasn't been any evictions for rent arrears during this reporting period.

The bi-annual STAR (Survey of Tenants and Residents) was conducted during this year. We received 571 responses via post and online, which means 12.2% of our tenants and leaseholders completed the survey.



The feedback received from the STAR survey told us there are some things we need to get better at, including:

What you're telling us	What we are doing
The Repairs Service isn't as good as it was	We are reviewing the Housing Repairs Service, and an internal re-organisation has seen the service move back into the Housing Department.
Your neighbourhood has got worse over the last 3 years	We have identified priority neighbourhoods and held our first 'Hear From You' events. Employees visited the neighbourhood, spoke directly with residents about their issues. As a result of this a bulky waste day was held with the Council's refuse team on hand to take away bulky items. Further work is planned in this area to cut back hedges and events are being considered for other areas.
We need to improve opportunities for tenants and leaseholders to make their views known	We will be introducing evening Resident Involvement Group meetings in different areas of the Borough.
We need to offer better online services	We are reviewing our website forms and looking to introduce a customer portal
We take too long to answer your calls	The Customer Services team have been working hard to ensure that the telephones are answered. Following a review, improvements have been made to the telephone system and the monitoring of call data has been used to drive an increase in performance.
We need to improve the appearance of our neighbourhoods	We have introduced a Neighbourhoods Strategy and have identified our first neighbourhood in Chilwell to make improvements. This will then be replicated in other areas of our estates.

KEY FACTS AS AT 31ST MARCH 2022

Housing Department



4,380 Number of properties the Council owns

85 Households where homelessness was prevented as a result of housing advice

295 Homeless interviews completed

34 Properties sold under the Right to Buy



Housing Revenue Account (HRA)

In 2021/22 Broxtowe Borough Council received £16.5 million in income to the Housing Revenue Account. £15.2 million came from housing rents; the remainder from garage rents, Independent Living management charges and leaseholder service charges.

£74.46 Average weekly rent

Where the money was spent

£3.7 MILLION
Repairs and maintenance

(includes repairs costs, contractor costs, void work, electrical testing etc.)

£2.1 MILLION
Capital expenditure financed by HRA

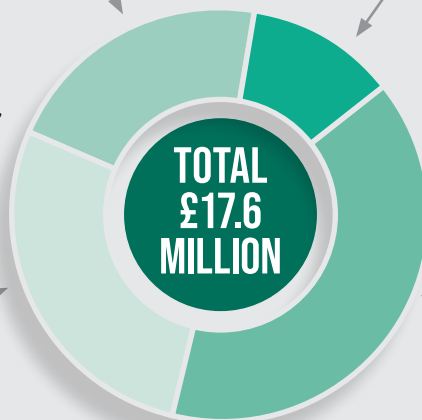
(includes a direct contribution from the HRA towards capital expenditure costs)

£4.9 MILLION
Supervision and management

(Includes staffing costs)

£6.9 MILLION
Charges for capital

(includes depreciation, gains/losses on disposal of properties and interest payable on borrowing)



Repairs and Maintenance

(day-to-day costs)

£1.2 MILLION



Employee costs

£585K

Sub- contractors and specialist contractors

£506K

Other expenditure

(includes vehicles, tools, materials, administration, premises, clothing etc.)



**TOTAL
£2.2
MILLION**

Your Homes

123

Kitchens and
bathrooms
modernised



99

Gas
central heating
replacements



206

Electric heating
and hot water
replacements



69

Garage
replacements



421

Homes repainted (including 87
soffits, fascia's and rain water goods)



267

Minor adaptations
(including handrails, half-
steps etc.)

9

Independent Living Schemes
from footpath and paving
works



61

Major
adaptations (including stair lifts,
wet rooms etc.)



13

Damp
remediation works



27

External wall
insulations



141

Roof replacement (including
soffits, fascia's and rain water goods)



113

External door
replacements



391

UPVC window
replacements

NEIGHBOURHOODS TEAM

A number of changes have been made to the Neighbourhoods Team, who manage our General Needs housing stock.

A number of changes have been made to the Neighbourhoods Team, who manage our General Needs housing stock.

Although the team continue with the same overall purpose, they are now focused on being more visible and accessible within our neighbourhoods. This has enabled more engagement with residents on



neighbourhood issues. There is a locality based approach to neighbourhood management with “Hear From You” and “Pop-up” events established as part of the changes.

The team now consists of Neighbourhood Coordinators who are supported by two Neighbourhood Assistants, who are primarily office based. The team also provides the Tenancy Sustainment Service, with a new post created this year. The recruitment to an additional role in this service area is helping greatly with its delivery and development and will enable more tenants to access support.

A Senior Neighbourhood Coordinator role has been created and Kevin Maher who undertakes this role said:

“It is an exciting time in the Neighbourhoods Team, having gone through a restructure and rebranding. We’ve successfully recruited and have some brilliant new additions to the team.

As the Senior Neighbourhood Coordinator, I am responsible for the Neighbourhood Assistants, who work closely with the Neighbourhood Coordinators. The Neighbourhood Assistants do lots of important tasks that keep the team working effectively, such as signing up our new tenants.

I also manage the Tenancy Sustainment Officers and we have been able to recruit an additional officer to continue and further the fantastic work done over recent years.

Everyone within the Neighbourhoods Team is passionate about sustaining tenancies and ensuring that our tenants are given every opportunity to flourish.”

Tenants can contact the Neighbourhoods Team to discuss tenancy or neighbourhood related issues at tenancy@broxtowe.gov.uk or on **0115 917 3400**.

HEAR NEIGHBOURHOODS

.....

The Housing Department is committed to working with local communities and partner agencies to improve the quality of life in our neighbourhoods. To achieve this, the Council is outlining a vision, or standard, that it wants each neighbourhood to achieve within its housing stock. The Council will do this by using the following approach and values:

HEAR, listen and respond to improve neighbourhoods

HOUSING are focused on working together with tenants and leaseholders to provide safer neighbourhoods for communities to enjoy.

The Housing team is committed to working together with local communities and partners to improve neighbourhoods.

ENGAGE and share ideas on improvement projects.

We will encourage tenants and leaseholders to get involved in their neighbourhoods, meeting with their Neighbourhood Coordinators and getting involved in ideas and improvement projects, particularly in Priority Neighbourhood areas.

ACTIVE in sharing concerns and communicating.

We will respond promptly to address neighbourhood issues where tenants



and leaseholders raise issues with us. We will also use enforcement action against those residents that do not take their responsibilities seriously. The behaviour of a few can ruin things for the many.

RESPONSIBILITY, as everyone has a role to play in our neighbourhoods.

We will work closely with tenants and leaseholders to engage and promote the responsibility of all residents within neighbourhoods, to prevent common neighbourhood issues, such as litter, dog fouling, graffiti and fly-tipping. As well as other neighbourhood concerns, such as Anti-Social Behaviour. We will also ensure that we are working proactively to address issues within our neighbourhoods that are our responsibility, such as grounds maintenance, lighting, paths, signage and security. This will hopefully improve neighbourhoods for all that live with them.



As a Council, as part of looking after your neighbourhood, we endeavour to ensure that:	As a resident, as part of looking after your neighbourhood, you will ensure that:
<ul style="list-style-type: none"> • We undertake regular inspections within neighbourhoods to ensure they are safe places to live • We investigate any neighbourhood issues reported to us • Neighbourhoods are free from graffiti and litter, fly tipping and dog fouling • Areas of grounds are well maintained • Signage is appropriate and clear • Communal doors are in working order • Parking areas are free from abandoned vehicles, caravans and trailers • Marked bays in parking areas and other signage are clear • Communal lighting is adequate to ensure safety • Meter cupboard doors are present and in working order • Communal loft hatches are secure • External areas such as fascias, windows and fencing are well maintained • We identify any communal Council owned areas that are not being used as intended to ensure the best use for these areas 	<ul style="list-style-type: none"> • You and those visiting you do not behave in a manner that is likely to cause nuisance and annoyance to other residents • Where you have a garden, you will maintain it and keep it to a good standard • Where you have a boundary or perimeter hedge, you will maintain it and keep it to a good standard • You will not leave or store any items within communal areas (if you do, the Council may remove your belongings and charge you for this) • If you have a dog, you are responsible for it. You will ensure that it is controlled and act to remove fouling immediately • All your household waste and recycling is disposed of correctly • You park your vehicle considerately and in an appropriate location • No smoking takes place within communal enclosed spaces and you dispose of smoking materials correctly • Communal doors are closed • You report repairs that are required within your neighbourhood

Housing understand that whilst we want all areas to achieve this standard, different neighbourhoods have their own characteristics and challenges. The Housing team want to hear from residents to develop bespoke actions to address neighbourhood concerns.

Housing will be concentrating on certain areas at certain times. Residents within those areas will be contacted at that time.

TOM MARTIN HOUSE



This new development provides accommodation for ex-service personnel, with five one-bedroom flats let to qualifying Homeseach applicants.

The flats were built by local firm Vaughndale Construction Limited and have been named after the late Tom Martin, who had been in Stapleford for only three months when war broke out and he enlisted in 1940. Tom Martin later served residents as a local Broxtowe Councillor, Mayor for Stapleford and Broxtowe and became an Honorary Alderman of Broxtowe Borough.

The new flats:

- Have bathroom and kitchen fans that provide continuous ventilation to the properties
- Have off street parking spaces and a secure communal garden
- Have been awarded a Secured by Design rating of Gold for their safety and design

- Showers (not baths) to assist in reducing water consumption
- As well as excellent insulation, each flat is individually fitted with an air source heat pump and solar photovoltaic panels. No gas is supplied to these properties

One of the new tenants said:

“Moving in to one of the new flats has given me security and stability in relation to my disability and whether I may not be able to work in the future. I have moved around a lot and this flat now allows me to hope that this will be the last property I will live in and gives me a future where I can put my roots down. Living with other ex-service personnel has given it a family feel to living here.”

This is part of the on-going work to meet the Council’s commitment to build 230 new social homes between 2019 and 2029.

ENERGY EFFICIENCY

The Council carries out various works to our properties to improve their energy efficiency and has recently employed an Energy Improvement and Grants Coordinator to help further this work.

Part of the Energy Improvement and Grants Coordinator role is to monitor the Council's energy efficiency plans, including identifying new funding to allow further energy improvement works to be completed.

Work to replace existing property components is undertaken on a cyclical basis in line with the Council's 30 Year Asset Management Plan, which includes:

- Gas central heating systems
- Electric heating and hot water systems
- UPVC windows
- Loft insulation top ups
- External doors
- Roofs
- External & Internal wall insulation

Work is being undertaken to complete external wall insulation on 138 flats and 21 houses that are hard to treat properties (solid wall and none traditional properties). This is being achieved through part of the funding allocated to the Council by the Midlands Energy Hub to deliver the Local Authority Delivery Scheme – Phase 2 (LAD2).

LAD2 aims to improve the energy efficiency of homes of low-income households (under £30,00) living in the local authority area. The scheme aims to improve low energy performance certificate (EPC) D to

G rated homes to deliver progress towards sustainable warmth.

The feedback from these works have been very positive with one flat-occupier saying:

“We could hear, feel and sense a positive difference, which has got better with each day passing as the materials dry. The exterior noise entering our flat is very much reduced. We are able to maintain a more comfortable temperature in our rooms, which is more stable. The results for us are very impressive. We very much appreciate this work being done for us, and at no cost to ourselves.”

Future plans being developed include:

- Bidding for the Social Housing Decarbonisations Fund to improve the energy performance of approximately 100 homes
- Further use of data loggers to monitor temperature profiles, relative humidity and dew point
- Use of a Thermal Imaging Camera to assist in identifying cold bridges and help to identify remediation solutions to improve energy efficiency of buildings
- Attendance at community based events, such as the Green Festival to provide free energy advice.



COMPLAINTS.....

We value all feedback about services we deliver to customers and understand that at times we do not always get things right.

We want to hear from you if you do not feel you have received the level of service you expect from us, so that we can learn and make improvements to our services.

SERVICE AREA	COMPLAINTS RECEIVED
Housing Repairs	84
Housing and Income	3
Housing Operations	63
Housing Services and Strategy	0
TOTAL	150

The numbers of complaints received includes contact that has been logged as a formal complaint and not where contact is classified as a service request.



22 complaints not resolved under Stage One of the Complaints Process and investigated under Stage Two.

9 complaints investigated under Stage Two were upheld

6 complaints were passed to the Housing Ombudsman with three being upheld and one still under investigation as at 31st March 2022.

**A TOTAL OF 52
COMPLAINTS WERE
UPHELD**



Every complaint received is reviewed to identify any learning to be undertaken to improve services.

The main reason for complaints received in 2021/22 was about an unacceptable standard of service received. Employees have been reminded about the importance of maintaining accurate records. Also, the need to communicate with tenants and provide services in a timely manner.

COMPLIMENTS AND COMMENTS

We also like to hear from you when we get things right, or go beyond your expectations. If you would like to compliment us for a job well done, or have suggestions about how we can improve, please let us know. Here are just a few compliments we have received.

"I just want to say a big thank you for everything Housing Options has done for me. I am in my new home and it's looking amazing. I'm over the moon and can't stop smiling, thanks again."

"The Repairs Operatives were very professional and went that extra mile when a sewer pipe broke under my kitchen floor. The kitchen was taken out, so contractors could dig up the floor and put back when works were finished, with a new safety floor added. You can't tell the works have been done."

"Officers from Allocations and Independent Living have been wonderfully supportive with Mum moving into Independent Living accommodation. Both have gone out of their way to make a very difficult time easier. They should both be commended for demonstrating the values I imagine the Council wishes to work to."

"Thank you to the Neighbourhood Coordinator for their excellent work regarding my tenancy, it means so much for me and my sons, you're the best."

"The Housing Options Officers were so kind and have been nothing but kind and considerate in their dealings with my upcoming eviction. So compassionate and showed empathy."



HOUSING CONTACTS

Service Area	Team Number	Team Email
Allocations & Lettings	0115 917 3347	housingallocations@broxtowe.gov.uk
Capital Works	0115 917 3610	capitalworks@broxtowe.gov.uk
Financial Inclusion	0115 917 3658	financial.inclusion@broxtowe.gov.uk
Garage Lettings	0115 917 3935	garages@broxtowe.gov.uk
Homesearch	0115 917 3347	housingallocations@broxtowe.gov.uk
Housing Acquisitions	0115 917 3935	acquisitions@broxtowe.gov.uk
Housing Engagement	0115 917 3935	housingengagement@broxtowe.gov.uk
Housing Options	0115 917 3439	housing.optionsmailbox@broxtowe.gov.uk
Housing Repairs	0115 917 7777	housingrepairs@broxtowe.gov.uk
Housing Services & Strategy	0115 917 3935	housingstrategy@broxtowe.gov.uk
Income Team	0115 917 3658	housingincome@broxtowe.gov.uk
Independent Living Team - East	0115 917 3170	housingindependentliving@broxtowe.gov.uk
Independent Living Team - West	0115 917 3125	housingindependentliving@broxtowe.gov.uk
Leaseholders	0115 917 3935	leasehold@broxtowe.gov.uk
Lifeline	0115 917 3358	lifeline@broxtowe.gov.uk
Neighbourhoods Team	0115 917 3400	tenancy@broxtowe.gov.uk
Right to Buy	0115 917 3935	rtb@broxtowe.gov.uk

اگر آپ چاہتے ہیں کہ یہ لیٹ آؤٹ آپ کو بروکسٹو بورو کونسل سے 0115 917 7777 پر رابطہ کرے

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**Broxtowe
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