

# Tenant & Leaseholder Matters

Supporting resident involvement in the Broxtowe Borough



Broxtowe  
Borough  
COUNCIL

## *A Year in the Life of Your Landlord*

**Housing Annual Report**

1<sup>st</sup> April 2015 - 31<sup>st</sup> March 2016

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Performance Matters



**CLEAN UP DAY**

**ASSISTIVE LIVING SOLUTIONS**

**LOMBARDY LODGE IMPROVEMENTS**

**Housing, Leisure and Property Services**

# Welcome

It has been an exciting first year for the Housing Committee and it is a pleasure working with our staff and tenants to provide excellent homes for our residents.



Our Housing Strategy, approved by the Council in 2015, gives our vision for housing and outlines plans to develop our services. We are ambitious and are striving towards being in the upper quartile of performance when compared to similar local authorities in our Housemark group. We are already one of the best performing authorities for homeless prevention.

We want to understand more about the future housing needs of Brompton residents, helped by our tenants, which will shape the delivery of new homes across the Borough. An example of the outcomes we seek is the work under way at Bexhill Court which will provide four new dementia friendly homes for our tenants. Working with partners we built new homes in the year, which included dementia friendly bungalows.

Through good management, we were also able to plan for the implementation of the government's policy of four welcomed 1% annual reductions in rent for our tenants. We did not need to reduce rents in our assisted living homes, but we chose to do so.



The year ahead will bring more challenges as we seek to get more from limited resources, but we are confident that our openness to new ideas will see us through. These are exciting times for Brompton Housing.

## Cllr Eric Kerry, Chair of Housing Committee



I have been involved with the Housing Department for over three years. I have seen how much work

officers do with residents to ensure services are being developed in line with their needs and not just what the Council feel is needed. It has given me a real insight into the demands of the department. The good working relationships between officers and residents, is truly commendable.

I have gained a lot from my involvement and I am always pleased to hear how others have

benefited from the improvements made. I am always keen to help other residents and raise awareness where I can about services and how much work is put in by officers, which is not always seen.

I feel involvement provides reassurance to residents that they are being represented and do have a voice. There is a high level of involvement at Brompton Borough Council and I'm looking forward to seeing how this continues to develop over the next few years.

**Barbara Upshon**  
**Chair, Neighbourhoods Group**  
**and Vice-Chair, Housing**  
**Performance Group (HPG)**

# Your Involvement

## Making Your Voice Count



Residents are central to our business and best placed to tell us what works well and what could work better.

Resident Involvement in Housing Services enables the needs, priorities and aspirations of residents to form the basis of service development. It is a partnership approach with a number of ways available for you to let us know your views and opinions.

**19 Service Review Group Meetings**

*The Resident Involvement Group (RIG), Homes Group and Neighbourhood Group work with officers to develop services for all residents.*

Whether you are filling in a satisfaction survey after works have been completed in your home, or attending meetings to discuss service developments with officers; all your views and opinions help to make sure services are developed to adapt to the changing need of all our residents.

If you would like to be involved but not sure how, a good place to start is to join our Consultation Database. We will contact you a few times a year to

ask for your views or let you know about involvement activities. You can join online at [www.broxtowe.gov.uk/residentinvolvement](http://www.broxtowe.gov.uk/residentinvolvement) or contact our Resident Involvement Co-ordinator to discuss your involvement options.

The Resident Involvement Strategy was approved in November 2015 and the Housing Department is working towards achieving the following priorities:

- Raising awareness of Resident Involvement to get more residents involved
- Development of more ways to engage with residents outside of meetings and gather wider views and opinions, especially from younger people
- Further development of scrutiny arrangements
- Development of training arrangements to support Resident Involvement, enable a wider contribution to communities and improve employment opportunities
- Facilitating Community Development



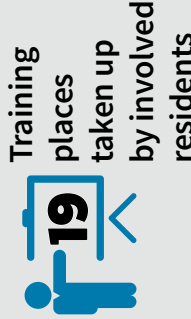
## Your involvement during 2015 - 2016



**11**

### Editorial Panel meetings

*A group of residents who work with officers to produce the Housing newsletter and Annual Report 'Tenant & Leaseholder Matters'*



**19** places taken up by involved residents

- Training
- Retirement Living social activities
- Summer trip for residents
- Chilwell Community Group



**1,536** STAR (Survey of Tenants and Residents) completed

**2,448** Repairs Satisfaction Surveys completed



**4** Community Clean-up Days



**865**

Modernisation Satisfaction Surveys completed



### 2 Housing Performance Group meetings

*A working group of tenants and councillors who monitor progress against the Housing Revenue Account Business Plan, with quarterly meetings set for 2016 - 2017*

All staff within Housing are given the opportunity to get involved with working groups to input into service development, including HEAT (Housing Employee Action Team) who have started to look at branding for Housing and how we can increase our social media presence.

# Tenant of the Year



The Housing Department was delighted to nominate Richard MacRae, a tenant from Stapleford for three awards, which he was successful in winning.

The awards recognise Richard's engagement with his community and the vast amount of funding he has secured, and is continuing to secure for the benefit of his local area.

Through his proactive nature and dedication Richard has helped over 200 local people secure employment and obtain qualifications through training. He organises many community events to provide activities for young and old, including healthy eating, clean-up days and also engages with agencies enabling access to advice. Richard has secured funding

to help develop community facilities, including parks and community centres.



The awards presented to Richard are:

- Association of Retained Council Housing (ARCH), Tenant of the Year Award
- Building Communities in the East Midlands (BCEM), Tenant of the Year Award
- East Midlands Tenant Participation Forum (emptf), Colin Smith Memorial Award

"Richard has made a significant contribution to improving the lives and well-being of others through his community work. He works tirelessly and the outcomes he has achieved are inspirational and have truly benefited individuals and the community as a whole. Congratulations Richard." BCEM Judges

"Congratulations to Richard for his outstanding work within his local community. His use of technology to initiate engagement with young residents, and his work with deprived neighbourhoods to inspire aspiration within communities is truly commendable." ARCH Judges

Upon winning the BCEM Award, Richard said: "I would like to thank the officers at Broxtowe Borough Council for their continued help and support in helping me to make Stapleford a better place for its residents and businesses alike. By working as a great team we can get lots done and will continue to do so all year round."



## Service Reviews Developing Services

Service Review Groups work with officers to look at the way services are delivered and help identify ways they can be developed.

The three groups focus on Resident Involvement, Homes and Neighbourhoods. They use a variety of information to undertake a review, including results of satisfaction surveys and consultations, along with reality checks of services. Recommendations for service development are made by the groups and included in the Council's decision making process.

Recent projects the groups have been involved with include:

- Repairs Customer Care and Workmanship Standards
- Review and development of Service Review Process
- Garage Strategy review

The groups always welcome new members and if you are interested in getting involved you can contact our Resident Involvement Co-ordinator for more details or to arrange to observe some meetings.



**New for 2016**  
Housing Options & Allocations are setting up a Service Review Group and want you to get involved to help them develop services for all residents.

# Your Home

The Repairs and Maintenance and the Modernisations teams have been continuing their hard work to ensure that all our tenants have a safe, secure and decent home.



## Repairs and Maintenance Budget

Includes day-to-day repairs and gas servicing

### Other direct expenditure

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



2014 - 2015	£619,750
2015 - 2016	£451,063



### Sub-contractors & specialist contractors

2014 - 2015	£242,181
2015 - 2016	£312,069



### Employee Costs

2014 - 2015	£693,418
2015 - 2016	£789,469



### Total Spend

2014 - 2015	£1,555,349
2015 - 2016	£1,552,601

Work to bring electrical and void repairs contracts in-house to provide a more cost effective and efficient service to be finalised in 2017

## Modernisations



### External door replacement

2014 - 2015	891	Target 350
2015 - 2016	483	Target 100
2016 - 2017		



### Kitchen / Bathroom modernisations

2014 - 2015	529	Target 425
2015 - 2016	565	Target 600
2016 - 2017		



### Gas central heating systems replaced

2014 - 2015	889	Target 550
2015 - 2016	657	Target 190
2016 - 2017		



### 2 major disabled adaptations



### 1 lift replacement

Target	425
Target	600



### Pre-paint repairs and new soffits and fascias

2014 - 2015	410	Target 550
2015 - 2016	333	Target 190
2016 - 2017		



### 25 insulation improvements to lofts and external walls



### Priority A jobs completed within 24 hours

2014 - 2015	99%	Target 100%
2015 - 2016	97%	Target 100%
2016 - 2017		



### Priority B jobs completed within 3 days

2014 - 2015	97%	Target 98%
2015 - 2016	99%	Target 98%
2016 - 2017		



### Priority C jobs completed within 7 days

2014 - 2015	99%	Target 98%
2015 - 2016	98%	Target 98%
2016 - 2017		

United Living, our Modernisations contractor selected as runner-up for 'Innovation' category of Building Communities in the East Midlands (BCEM) Award, for training initiatives with Broxtowe Borough Council and Central College

97% of homes meet the Broxtowe Standard

Repairs and Maintenance team were nominated for the 'Best and Most Improved Performer' APSE (Association for Public Service Excellence) Award

## Repairs and Maintenance



### Repairs completed on the first visit

2014 - 2015	97%	Target 98%
2015 - 2016	95%	Target 98%
2016 - 2017		



### Appointments made and kept

2014 - 2015	97%	Target 98%
2015 - 2016	95%	Target 98%
2016 - 2017		



### Satisfaction with Repairs & Maintenance Service

2014 - 2015	95%	Target 99%
2015 - 2016	96%	Target 99%
2016 - 2017		



### Annual gas safety servicing / inspections undertaken

2014 - 2015	99%	Target 100%
2015 - 2016	100%	Target 100%
2016 - 2017		

99% of homes meet the Decent Homes Standard



# Life Saving Defibrillators Installed Across the Borough

Thanks to a partnership between the Council and its contractors United Living, Vinshire Plumbing & Heating Ltd and Ian Williams, a commitment has been made to provide at least eight defibrillators across the Borough.

So far defibrillators have been fitted at Brinsley Parish Hall, Cossall phone box and the Magpie Public House, Stapleford. Another is planned for the West End Club, Stapleford and other sites are being considered.

Installing Public Access Defibrillators provides 24 hour access to vital lifesaving equipment. The defibrillator delivers an electric shock to the heart in an attempt to re-stabilise the

rhythm following a cardiac arrest. In the event of an emergency, the person who called 999 for an ambulance would be given the code to the cabinet and have immediate access to the device.



## Proud of the Service Provided

Working with the Homes Group and Resident Involvement Group, the Repairs team have developed the Customer Care and Workmanship Standard, which all repairs operatives have signed up to.

The standard sets out minimum standards expected for customer care and workmanship when repairs are carried out within occupied properties across the borough.

Repairs operatives will complete a 'I am proud of the service provided' postcard

and leave it with tenants for every repair carried out.

The standards will be monitored by the Homes Group using results of surveys and performance information. The standard will be published on the Council's website and included in sign-up packs.

The standards will be taken forward as the Repairs & Maintenance team develop their plans for undertaking some minor repairs and gas servicing for other registered providers and leaseholders. An enhanced service for tenants is also being considered to offer competitive rates for works that are not the Council's responsibility.



# Your Neighbourhood, Your Community

Neighbourhood Services incorporates the Tenancy & Estates Management and Retirement Living teams, who manage the tenancies of all our tenants across the Borough and the neighbourhoods they live in.

The main focus of the teams is to ensure tenants are supported to live independently and maintain their tenancies.



**Anti-Social Behaviour** 2014 -2015 100  
2015 -2016 86



**Number of cases resolved by early intervention** 2015 -2016 94%



## The Power of Early Intervention

Many cases of Anti-Social Behaviour start off as a minor dispute or annoyance between neighbours that if allowed to go unresolved, could spiral out of control into something much more serious.

## Retirement Living

### Modernisation of Retirement Living Schemes

Work is currently underway and continuing to improve some Retirement Living Facilities, including the modernisation of scheme external appearance and internal décor.

Lombardy Lodge, Toton has recently undergone works to improve the main entrance, with works including the lobby area being extended into a garden room with bi-fold doors opening up onto the gardens. Plans for works to improve the entrance and garden area at Richmond Court, Chilwell are currently being drawn up.

#### Guest Rooms

The Housing Department is considering how the guest rooms at schemes could be updated and how best to promote the usage of these

facilities. These rooms can be booked for people visiting schemes, such as friends and family. Some have recently been redecorated, with new carpets and furniture provided.

If you would like to view or use the guest facilities, please talk to your Retirement Living Officer.

#### Other achievements include:

- Work started on Bexhill Court, Beeston new build dementia friendly bungalows
- Dementia friendly bungalows completed at Sherwood Rise, Eastwood
- Dementia bathroom installed at Southfields Court, Chilwell

## Broxtowe Borough Mediation Service

### FREE, IMPARTIAL, INDEPENDENT, CONFIDENTIAL

**You don't have to like your neighbours, but you do have to live near them.**

For more information search for 'mediation' on the Council's website. Here you can find a video which explains the mediation process and our annual report. You can also complete an online referral form.

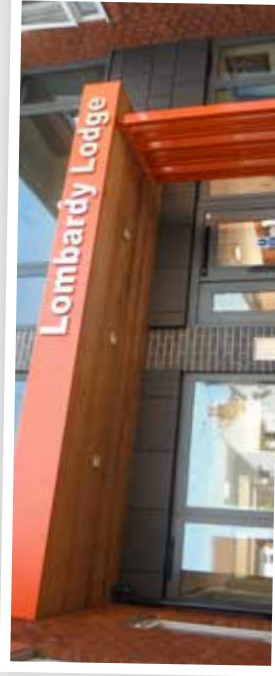


- Redecorated lounges at The Spinney, Nuthall
- Cloverlands Court, Watnall
- Greenwood Court and Southfields Court, Chilwell
- Upgraded and extended communal kitchens at Humber Lodge, Beeston
- Southfields Court, Chilwell and Regency Court, Beeston
- Upgraded communal kitchen and redecoration of communal lounge at Gutersloh Court, Bramcote planned
- Installation of new electronic scheme entrance door at Hopkins Court, Eastwood
- New scooter parking area at Church Close, Trowell

The Council works to resolve matters early, where possible. Early intervention means a dispute or issue does not need to be taken to Court by the Council to resolve it for those involved.

This not only means that the negative impact is reduced, but is likely to achieve greater tenancy sustainment if support can be put in place. This reduces the possibility of a tenant losing their home through Court action.

The performance is being monitored monthly by the Housing Department to ensure a high level of service is provided to our tenants.



# Clean-up Days



Following the success of previous clean-up days more have taken place with events recently taking place in Eastwood and Chilwell.

Events have also taken place for National Housing Day and Clean for the Queen. The events are organised to help support residents to take pride in their local areas and keeping neighbourhoods clean.

Residents, officers from Housing and other Council Departments all join forces on the clean-up days to litter pick and remove household waste, with free skips being provided. Caretakers help with the removal of bulky waste and the Grounds Maintenance team cut grass and hedges and remove weeds where needed.

To thank residents for their involvement in the events, free refreshments are

provided. Children who litter pick and bring back a bag of rubbish are able to choose a free toy for their efforts.

The Community Clean-Up events have grown from litter-picking and a mini skip to a concerted effort to improve the environment of an area. For those who get involved, there is a sense of togetherness and community spirit.



## TWO TENANTS EVICTED IN FOR DRUG CULTIVATION IN THEIR COUNCIL PROPERTIES

Two tenants have been evicted from their homes in the last year because of Cannabis cultivations found in their homes.

The Council, working in partnership with Nottinghamshire Police, found significant drug grows within two of its flats, one in Beeston and one in Eastwood.

The Council has a zero tolerance approach when provided with evidence of drug cultivation, possession or dealing of drugs in its properties and will make an application to the Court for Possession of the property where evidence is found by the Police. Drugs and the associated behaviour that surround them have a negative impact on the community and on our estates so by dealing with these matters strongly, the Council hopes to make a positive improvement in communities and estates as a whole.



# Your Tenancy

The Housing Allocations & Options team assess the housing needs of residents to help them find the most suitable accommodation, whether that is through the Council's choice based lettings scheme 'Homesearch' or helping them to find accommodation in the private sector.

The Allocations team administer the allocation of properties through Homesearch. Residents complete housing applications, which are assessed to identify need and which priority band they should be placed. Properties are advertised weekly and residents are able to bid for those they are interested in.



## Average void time

Total average



2014 - 2015	25 days
2015 - 2016	29.6
2016 - 2017	Target
	25
	Target
	24



**397**

**Terminations of tenancy processed**

**394**

**Properties relet**



## Housing Options

The Housing Options team work with residents with the aim to prevent them from becoming homeless and to ensure they are able to access suitable accommodation.



**Households prevented from becoming homeless**

2014 - 2015	450
2015 - 2016	451
2016 - 2017	Target
	370
	Target
	370

The team has a particular focus on accessing properties in the private-rented sector by working in partnership with private landlords.

In 2015 - 2016 the average number of acceptances for the other six Nottinghamshire local authorities was 42. Broxtowe Borough Council is the lowest in the county as a result of prevention work done by the team.

**Private rented tenancies secured**

2014 - 2015	75
2015 - 2016	94
2016 - 2017	Target
	75
	Target
	75

**Households accepted as being homeless**



2014 - 2015	10
2015 - 2016	9



**67** households assisted to remain in their accommodation through advice casework



**65**

landlords signed up to work with the Council via the Deposit Guarantee Scheme

**60**

single homeless applicants assisted into supported accommodation

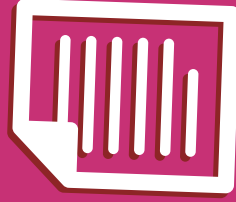


# Let's keep in touch

The Housing Department has made a commitment to visit all our tenants over a three year period through Keeping in Touch visits.

They enable us to update our records to ensure we understand who currently lives at the property and how tenants prefer to be contacted. These visits also give us the opportunity to provide any housing related advice to help keep tenants informed of any changes in Legislation that may affect them. We want to ensure that all tenants are happy with the properties they live in and are satisfied overall with the Housing services they receive.

It is important to us that we visit all tenants to ensure a consistent level of service is being provided, along with access to information about our services. Please try to accommodate our staff when they make a request to visit your home.



## Leaseholder Matters

**276** council leaseholders in Broxtowe Borough

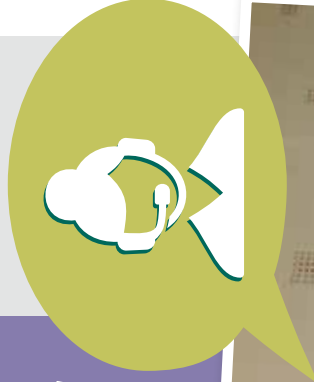
Management of the leasehold service benefitted from the recruitment of a Leaseholder Officer and a number of improvements have been made over the first year in post.

Leaseholders have had the opportunity to attend a market place event in which officers from across the Council were available to discuss issues such as property repairs, modernisation, leasehold management and general advice with regards to the lease arrangements. The event was well received and it is anticipated that further events will be held annually.

Following a review of leasehold service charges it was found that service charges had remained largely unaltered for a period of six years. Further to this it was concluded that the Council had not charged the leaseholder the actual cost of delivering the leasehold service. Leasehold management charges have been raised to reflect the actual cost of the service. Service charges for 2015-16 have been invoiced at £163.80 per leaseholder, from a previous annual charge of £81.00. Leaseholders have been notified and invoiced for the year and to date only one complaint has been received in respect of the raised charges.



# Assistive Living Solutions



The Housing Department are developing an Assistive Living Solutions service, which will support better health and well-being and opportunities for residents who want to remain independent in their own homes or may need temporary accommodation.

Assistive Living Solutions is designed to meet a variety of needs to help those who require an element of support to live independently, regardless of tenure. Solutions can be long-term or short-term depending on individual circumstances.

Part of the service focuses on the use of temporary accommodation, and a number of referrals are received daily

from support agencies working with people who are:

- Victims of domestic abuse
- Recovering from illness
- Care leavers
- Receiving support from social care
- Ex-Forces personnel



Assistance has been provided to a variety of cases, including:

- An elderly resident who was provided with safe and secure accommodation to enable them to move away from an abusive environment and support to ensure they can successfully maintain their tenancy
- A resident suffering from mental health issues and alcohol dependency following a relationship breakdown and bereavement, was offered temporary accommodation and given access to support for managing day to day tasks they had previously struggled to manage
- An ex member of HM Forces suffering from post-traumatic stress disorder and who has not had secure accommodation for two years was offered temporary accommodation to assist and prepare them for a move into permanent accommodation

If you would like further details about the service, please contact Assistive Living Solutions using the details on the back of this booklet.

# Housing Matters



## Housing Strategy Update

Our Housing Strategy was approved in July 2015 and during the last year we have been working to achieve the outcomes we identified.

Our strategy has five strategic aims:

**Developing people to provide the best possible service**

**Developing homes to meet the needs of our residents**

**Developing communities to achieve their potential**

**Developing partnerships to deliver improvements**

**Developing services to an excellent standard**

Work completed during the first year of the strategy includes:

- Completion of the bi-annual STAR (Survey of Tenants and Residents) to find out what is important to our residents
- Increased use of satisfaction surveys to identify areas of improvement
- Improvements on monitoring complaints
- Introduction of quarterly staff sessions to provide more training and information for all staff
- Revised Garage Strategy
- Beginning work to develop tenants training
- The promotion of mutual exchanges
- Improvement of Leaseholder Services through the provision of a dedicated staff member and introduction of a regular Leaseholder Market Place



# Performance Matters

## Top Ten Performance Indicators

In April 2015 the Housing Department introduced the top ten performance indicators, which are regularly monitored.

Targets for 2016 – 2017 have been set based on the performance of the first year to ensure services continue to be maintained or developed.

The figures detailed below are the monthly figures reported at the end of March 2016.



**Overall Satisfaction**  
**93.68%**

Taking everything into account, how satisfied are you with the service provided by Broxtowe Borough Council Housing Department?

**2016 – 2017**      **Target 86%**

Priority is to maintain performance and ensure a consistency split between surveys completed by different sections.



**Gas Safety**  
**100%**

Percentage of properties that have received an annual check

**2016 – 2017**      **Target 100%**

At the end of March, 31 properties were capped. The priority for 2016 – 2017 is to address reasons for these properties being capped and maintain performance.

**Average Relet Time**  
**29.07 days**  
**(29.6 days annually)**



Number of days taken to let a property

**2016 – 2017**      **Target 24 days**

Weekly meetings held between managers and operational staff to discuss issues and improvements has produced a Voids Project Plan, which identifies 23 areas for service development.



**Void Rent Loss**  
**0.83%**

The amount of rent lost through properties being vacant as a % of the total rent

**2016 – 2017**      **Target 1.2%**

The implementation of the Voids Project Plan will have an impact on performance against this indicator.

**Staff sickness 1.91 days**  
Number of days off per employee

**2016 – 2017**      **Target 0.67 days (8 days annually)**

HEAT (Housing Employee Action Team) have been considering improvements that can be made to address high sickness levels and some of their ideas will be implemented over 2016 – 2017.

**Staff Engagement**  
**8.55 out of 10**



Results of staff survey question 'I believe I can make a valuable contribution to the success of the Housing Service.'

**2016 – 2017**      **Target 8.55**

The first staff survey was completed in October 2015 and results have been used to set the target and will be monitored to ensure high levels of staff engagement as Housing Strategy outcomes are worked towards.



**Complaints 43% (3 out of 7)**

Number of complaints upheld by the Housing Department

**2016 – 2017**      **Target 35%**

A new complaints procedure for Housing will be introduced and the development of learning opportunities from complaints received.



**Keeping in Touch Visits**

**179**

Number of visits completed

**2016 – 2017**      **Target 150 per month**

Since November 2015 the target of 150 visits per month has been consistently achieved and a total of 1,237 were completed this year. Work is being carried out to improve the analysis of perception questions asked as part of the visits.

**Estate Inspections 19**



Number of inspections completed

**2016 – 2017**      **Target 8 per month**

Introduced in May 2015 and only two months saw figures below the target of 8 per month. A total of 108 Estate Inspections were completed this year. A new form is being developed to identify improvements being made through inspections.



**Tenancy Turnover**      **0.77%**

The number of tenancies terminated as a percentage of total stock

**2016 – 2017**      **Target 0.78% (9% annually)**

The priority is to improve monitoring of reasons for leaving and if encouraging mutual exchanges has an impact on tenancy turnover rates.

# Complaints

Throughout the year a number of complaints are received.

We value any feedback on our services and if at times we do not get things right, we would like you to tell us so that we can learn and develop to avoid it happening again.

The Complaints Procedure is available on our website, or you can contact the Council to request a copy.

The Complaints Focus Group of officers and residents is reviewing how the Housing Department handles complaints and identifying ways in which the process can be developed.



**Total complaints received – Stage 1**  
2014 - 2015 75    2015 - 2016 50



**Total Stage 1 complaints responded to within 15 working days**  
2014 - 2015 50    2015 - 2016 44



**Total complaints progressed to Stage 2**  
2014 - 2015 17    2015 - 2016 7



**Total Ombudsman complaints**  
2014 - 2015 4    2015 - 2016 2

	Responded to within 15 days	Stage 1	Stage 2	Ombudsman Complaints
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## Capital Works (Modernisations)



2014 - 2015 11    11    2    0  
2015 - 2016 12    11    0    0

## Housing Allocations & Options



2014 - 2015 19    13    7    3  
2015 - 2016 12    9    1    1

## Leaseholder Services



2014 - 2015 0    -    -    0  
2015 - 2016 0    -    -    0

## Neighbourhood Services



2014 - 2015 26    12    3    1  
2015 - 2016 14    12    2    1

## Repairs & Maintenance



2014 - 2015 19    14    5    0  
2015 - 2016 12    12    4    0

## Strategy & Performance



2014 - 2015 0    -    -    0  
2015 - 2016 0    -    -    0

# Compliments

As well as complaints, a number of compliments are received throughout the year and we are always pleased to hear from residents who feel that we have done well.



Any feedback received is taken into account when developing services.

“Just to let you know how much we both appreciate the time and effort you have taken to ensure the modernisation you have undertaken fits our needs. We are so very pleased with the results and

break in damage to my leasehold flat. I was keen to replace the damaged front door in a style to complement those fitted by Broxtowe BC in the complex recently. She has been understanding and

transformation you got the design spot on you were so helpful without being intrusive.”

totally professional. I have received the specifications and access to the same contractor to ensure the replacement is suitable. Knowing that local Councils are in a funding crisis, and employees are often stretched her assistance is all the more appreciated. Thank you.”

“I would like to thank you for all of your assistance sourcing my parent’s new home. You helped to make a difficult situation come to a successful conclusion. As a family we cannot thank you enough. I am sure mum and dad will be happy and most importantly feel safe in their new home.”

“We are sure you get your fair share of complaints and grumbles so for a change we would like to say thank you for a very enjoyable French Afternoon at Glebe House. Everyone was encouraged to (and did) join in. The team must have worked very hard to provide such a successful event. Everyone we have spoken to has also said how much they enjoyed it. Many thanks to everyone involved.”

“I must spend a few minutes to say how helpful and efficient Leaseholder Services has been in assisting me to sort out



# Contacts

## You can telephone us:

**Aids & Adaptations:** 0115 917 3610  
(Council properties only)

**Allocations:** 0115 917 3068  
or 3422

**Assistive Living Solutions** 0115 917 3358

**Benefits:** 0115 917 7777

**Caretaking Services:** 0115 917 7777

**General Enquiries:** 0115 917 7777

**Housing Options**  
(Homelessness): 0115 917 3406  
or 3076

**Housing Repairs:** 0115 917 7777

## You can email us:

**Benefits:** [benefits@broxtowe.gov.uk](mailto:benefits@broxtowe.gov.uk)

**Customer Services:** [customerservices@broxtowe.gov.uk](mailto:customerservices@broxtowe.gov.uk)

**General Housing Enquiries:** [hpls@broxtowe.gov.uk](mailto:hpls@broxtowe.gov.uk)

**Non-urgent Housing Repairs:** [housingrepairs@broxtowe.gov.uk](mailto:housingrepairs@broxtowe.gov.uk)

**Mediation Service:** [mediation@broxtowe.gov.uk](mailto:mediation@broxtowe.gov.uk)

**Rents:** [recovery-rents@broxtowe.gov.uk](mailto:recovery-rents@broxtowe.gov.uk)

**Leaseholder Services:** 0115 917 3925

**Mediation Services:** 0115 917 3736

**Modernisations:** 0115 917 3081

**Rents:** 0115 917 7777

**Resident Involvement:** 0115 917 3616

**Retirement Living:**  
Beeston: 0115 917 3176

Chilwell / Bramcote /  
Stapleford / Toton /  
Trowell: 0115 967 8174

Awsworth / Eastwood /  
Newthorpe / Nuthall /  
Watnall: 01773 714 023

**Right to Buy:** 0115 917 3441

**Strategy & Performance:** 0115 917 3259

**Temporary  
Accommodation:** 0115 917 3925

**Tenancy & Estates  
Management:** 0115 917 7777

## You can access services online:

**Housing web pages:**  
[www.broxtowe.gov.uk/housing](http://www.broxtowe.gov.uk/housing)

**Pay your rent:**  
[www.broxtowe.gov.uk/payit](http://www.broxtowe.gov.uk/payit)

**Apply for housing:**  
[www.home-search.org.uk](http://www.home-search.org.uk)

**Mutual Exchanges:**  
[www.homeswapper.co.uk](http://www.homeswapper.co.uk)



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