

Tenant & Leaseholder Matters

Supporting resident involvement in the Broxtowe Borough



Broxtowe
Borough
COUNCIL

A Year in the Life of Your Landlord



Estate Roadshows

Residents' Day Trip to Skegness



Dementia Friendly Communities



INCLUDES GUIDETO UNIVERSAL CREDIT PULLOUT SPECIAL!

Housing, Leisure and Property Services

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Welcome to our Annual Report for 2014/15 which highlights some of our key achievements over the past year.

It's been a great year and we have done more than ever in partnership with you our tenants and leaseholders. There has been some fantastic projects and partnership working which will continue into the future. We hope you enjoy reading about our achievements in this new-style report.

I am proud to lead such a great team and look forward to the challenges a new year will bring.

**Vicki Whittaker-
Stokes
Head of
Housing**



A special thanks to all our tenants and leaseholders who work tirelessly with us to ensure we offer the services that you want and need, also the Editorial Panel and Resident Involvement Group (RIG) who have been greatly involved in design and content of this report.



The last 12 months have been busy for involvement.

It has been great to see different ways of involving you develop, giving the Housing Department chance to talk to more residents and I am looking forward to see what the next 12 months will bring.

As a resident it has been very rewarding to be involved with and see projects and activities developing; from community events such as the Estate Roadshow in Stapleford, through to a review of the Voids Process and the production of this report.

You complete a satisfaction survey following works in your home, the results will be considered by the Service Review Groups and I would encourage all tenants and leaseholders to provide feedback on the services you receive.

**Alan Fox
Chair, Resident
Involvement
Group (RIG)**



YOUR Involvement

When residents become involved there are a number of ways of making sure your voices count and views are considered when service areas are being developed.

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 don't feel we are getting it right please tell us so that changes can be considered. Likewise if we are doing something well we would also like you to hear from you.

The Resident Involvement Strategy is currently under review and the Housing Department is working towards introducing a community development element to involvement. The review is being conducted with the Resident Involvement Group (RIG) and will be completed before the end of the year.



29 Service Review Group Meetings

The Resident Involvement Group (RIG), Homes Group and Neighbourhoods Group are Service Review Groups of residents who are supported by officers to develop services




Your involvement during 2014 - 2015



2,568 Repairs Satisfaction Surveys completed



492

Resident Involvement Consultation completed



8

Web Focus Group Meetings
The Web Focus Group has been set up to review the content and structure of the Housing web pages



143

Modernisations Satisfaction Surveys completed

Review of Voids Process

A Void is a property that has become empty and goes through a set process to ensure it is ready to relet.



47

Training places taken up by involved residents



2 Community Clean-up Days



13

Editorial Panel meetings

The Editorial Panel is a group of residents who work with officers to produce the Housing newsletter 'Tenant and Leaseholder Matters' and 'A Year in the Life of Your Landlord'

• Disability Forum

• Older Person's Week

• Retirement Living Social Activities

• Modernisation Open Days

• Review of Retirement Living Car Parks

• Garage Strategy Consultation

• Healthy Living Events

• Men in Sheds

• Housing Strategy Consultation



443

Retirement Living Review Consultations completed



3 Housing Performance Group meetings

The Housing Performance Group is a working group of councillors and tenants who monitor progress against the Housing Revenue Account 30 Year Business Plan

INVOLVEMENT CASE STUDIES

Residents' Day Trip to Skegness

A day at the seaside was recently organised for some of our residents, funded by Vinshire Heating & Plumbing Ltd.

The day enabled consultation to take place with young families who wouldn't normally engage with us. The purpose of the day was to engage with families to discuss housing related issues and services, while providing an opportunity for families to spend time together at the seaside.

With clear blue skies and the sun shining brightly, residents were able to enjoy the sights and sounds of Skegness at their own leisure. The buzz from

residents at the end of the day and hearing their excitement about what they had done during the day, just demonstrates the value of these days for our residents.

Due to the success of the trip the Housing Department will be looking at organising similar trips for residents in the future.

'It was a good day out, me and the kids haven't been to Skeggy for years, so we really enjoyed it. Thank you'

'Enjoyed a day out with my children I would usually have struggled to do.'

'The favourite part for me was seeing my boy have a lot of fun.'

'Spending time away from the dull same old scummy town has given me chance to bond with my son properly again.'

'I have benefitted from getting to know different people, who were friendly and enjoyable to be around.'

One final comment that demonstrates our level of customer care:

'All Broxtowe staff have been fantastic.'

Residents Takes Lead on Children's Play Area

During a Community Clean-Up Day in Chilwell one resident told us about their idea for a Children's play area.

There are a lot of young children in the area and their nearest park is too far away for them to get to safely. Following discussions an area of land has been identified that is suitable for a play area and the resident is working hard encouraging others to get involved with the project. Housing and other Council departments are supporting residents to turn their idea into reality, working towards getting a park installed before the end of next year.

Your Home

The Repairs and Maintenance and the Modernisations teams have been working hard throughout the year to maintain your homes and keep them modernised to a decent standard. More work has been completed towards the Broxtowe Standard, which is a higher standard than has to be achieved.

20,093 repairs completed, including gas servicing

Repairs and Maintenance



Repairs completed on the first visit	
2013-2014	92%
2014-2015	96%
2015-2016	Target 96%
2015-2016	Target 97%



Appointments made and kept	
2013-2014	94%
2014-2015	97%
2015-2016	Target 97%
2015-2016	Target 98%



Satisfaction with Repairs & Maintenance Service	
2013-2014	95%
2014-2015	95%
2015-2016	Target 98%
2015-2016	Target 99%



Annual gas safety servicing / inspections undertaken	
2013-2014	96%
2014-2015	99%
2015-2016	Target 97%
2015-2016	Target 100%



Priority A jobs completed within 24 hours	
2013-2014	96%
2014-2015	99%
2015-2016	Target 97%
2015-2016	Target 98%



Priority B jobs completed within 3 days	
2013-2014	97%
2014-2015	97%
2015-2016	Target 97%
2015-2016	Target 98%



Priority C jobs completed within 7 days	
2013-2014	96%
2014-2015	99%
2015-2016	Target 97%
2015-2016	Target 98%

Repairs and Maintenance Budget

The 2014-2015 figures include the in-house gas service and maintenance costs.



Employee Costs

2013-2014	£593,000
2014-2015	£693,418



Other direct expenditure

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

2013-2014	£436,382
2014-2015	£619,750



Gas Servicing & Maintenance

2013-2014	£528,000
2014-2015	£0



Sub-contractors & specialist contractors

2013-2014	£227,253
2014-2015	£242,181



Total Spend	2013-2014	2014-2015
	£1,784,735	£1,555,349

Modernisations



External door replacement

2013-2014	671
2014-2015	891
2015-2016	Target 350



Kitchen / Bathroom modernisations

2013-2014	532
2014-2015	529
2015-2016	Target 425



Gas central heating systems replaced

2013-2014	654
2014-2015	889
2015-2016	Target 550

Pre-paint repairs and repainting job, including new soffits and fascias



2013-2014	166
2014-2015	410
2015-2016	Target 300



96 insulation improvements to lofts and external walls



2 lift replacements

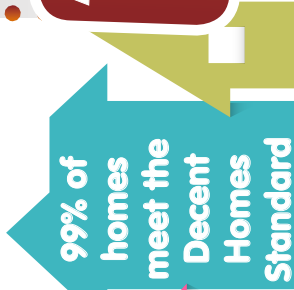


12 major disabled adaptations

93% of homes meet the Broxtowe Standard



99% of homes meet the Decent Homes Standard



All tenants who complete their customer satisfaction survey for Modernisations works are entered into a quarterly prize draw for a chance to win £50



HOME CASE STUDIES

In-house Gas Servicing



In September 2013 a decision was made for the gas servicing and maintenance to be brought in-house, under the Repairs and Maintenance team. This was a difficult decision as it would have been easier to continue using contractors, as had been done for the past 20 years.

Throughout the last contract higher level of complaints were received relating to non-completed works, missed appointments and poor communication. Safety was never compromised and our levels of compliance were high.

Working closely with the contractor we completed the transfer with minimal impact on customers. Part of the negotiations saw six engineers and a Service Manager transferred to work for the Housing Department.

For a successful transfer challenges were identified and a plan developed covering all aspects of service delivery, from provision of vans, GasSafe approved proposals and the review of procedures and processes.

The in-house gas servicing and maintenance arrangements has brought many benefits including:

 **Greater controls over compliance - 100% compliant**

Better diagnosis at first point of contact
Breakdown rates reduced by **32%**

Improved customer satisfaction   

Previous contractor Broxtowe 89%
94%



First time fix rates improved

1,000 less visits to complete same number of annual servicing

Reduced costs but improved service delivery

Vehicle provision reduced from **£45,000 to £33,000**



Extension of the service to leaseholders



Improved staff satisfaction



CONTRACTORS COMMITMENT TO COMMUNITY INITIATIVES

As part of our modernisations contracts agreed with Vinshires Heating & Plumbing Ltd and United Living, funding is set aside for community events and priorities, with both companies contributing.

United Living is working with Central College Nottingham and has had 12 work placements to date, with 100 planned for this academic year. Vinshires have three plumbing apprenticeships; eight work placements and are seeking a Business Admin trainee.

During this period a number of initiatives have received contributions, including:

- Christmas Hamper Appeal
- Coach trip to the seaside for residents
- Domestic Abuse Sanctuary Scheme
- Nocturnal Nature Night
- Post modernisation kitchen and bathroom cleaning kits
- Redecoration of Westbourne Court's communal lounge



Your Neighbourhood, Your Community


Neighbourhood Services manage the tenancies of General Needs and Retirement Living tenants through the Tenancy and Estate Management and the Retirement Living teams. Support and information is provided to help tenants live independently in their homes and sustain their tenancies.


Caretaking Services

Caretakers have been busy ensuring communal areas are maintained and safe, undertaking numerous tasks including:


 **Block Inspections**
2013-2014 1,756
2014-2015 1,756

 **Fly Tipping Clearance**
2013-2014 239
2014-2015 271

 **Grab Rail Fitting**
2013-2014 178
2014-2015 192

 **Communal and Security Lighting**
2013-2014 253
2014-2015 190

 **Garden Tool Loans**
2013-2014 178
2014-2015 207

 **Garage Clearances**
2013-2014 64
2014-2015 57

Anti-Social Behaviour

 2014 - 2015
100
New cases opened

90% satisfaction with outcome of Anti-Social Behaviour (ASB) complaint

New policy and procedure for Anti-Social Behaviour


New computer system for managing ASB complaints

Introduction of new ASB Incident Diary, developed with residents

Retirement Living

The Retirement Living Service enables older tenants to live independently in their homes.

Tenants receive welfare visits from Retirement Living Officers, which can be carried out daily, weekly or monthly. The visits enable officers to ensure the appropriate support is in place for tenants and help identify any areas of concern. The frequency of visits is determined by the level of support needed by individual tenants. Support packages are developed with relevant agencies and our officers work closely with them, tenants and their families to ensure these packages remain appropriate for them as situations change.

 **Welfare Visits**
2014 - 2015
228,579

The Older Person's Week held in 2014 proved to be a huge success and saw RLO's and tenants working together to put on a variety of events, including:

- **Fabulous 40's**
- **Getting to know you**
- **Dreamcoats & Petticoats**
- **British Street Party**
- **Tango in Paris**
- **ICT Training**

Broxton Borough Mediation Service FREE, IMPARTIAL, INDEPENDENT, CONFIDENTIAL

We all have neighbours, some more friendly than others, but problems can occur. If you are in any kind of dispute with your neighbours, whether it's over kids playing, noise, dogs etc., you may have thought 'I'll ignore it', or 'it'll go away' or you may just suffer in silence. Many people feel embarrassed by not having resolved the problem themselves, but it is easy for small misunderstandings to grow into big misunderstandings. You do not need to deal with the problem on your own. Broxton Borough Mediation Service exists for this very reason.

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.



The events were open to tenants, their families and friends and residents across the Borough. Positive feedback was received from residents attending events, who greatly appreciated the hard work of officers and tenants who organised successful and enjoyable events. Officers and tenants work together to organise activities throughout the year.

NEIGHBOURHOOD & COMMUNITY CASE STUDIES

Community Clean-up Days and Estate Roadshows

A number of successful Community Clean-up Days have been held across the Borough covering some of our estates in Stapleford, Chilwell and Eastwood. The events have been organised to help support residents in taking pride in their local areas and keeping neighbourhoods clean.

Housing along with residents and other Council Departments tidy up areas and remove household waste, with a free skip provided. Caretakers are on hand to help with the removal of bulky items. Information and advice is provided by

Modernisations, Waste & Recycling and Neighbourhood Wardens and other Council departments.

The clean-ups have also included:

- grass and hedge cutting
- window and communal area cleaning
- minor external repairs
- repainting works

An Estate Roadshow has been held in Stapleford; a clean-up day plus Keeping in Touch visits with tenants and leaseholders in the area. The visits ensure personal information is up to date and any housing related issues are discussed.

A group of officers are developing Estate Roadshows to plan visits to all our tenants and leaseholders over a three year period and on what scale events need to be. Further information will be sent to residents when we are coming to your area.



A total of 251 properties were visited. Not everyone was in or wanted a visit, but **62** visits with residents were completed on the day.



TENANTS SON BANNED FROM VILLAGE

Complaints were received about anti-social behaviour towards vulnerable residents, resulting in them feeling unable to go outside.

The local community had been blighted by the behaviour of a young male and his friends. Complaints received ranged from intimidating and harassing neighbours in the street with obscene and offensive gestures, to fighting in the street, causing damage to property and alleged drug usage. Steps were taken to ban this male from the village to protect residents.

An application was made to the County Court for an Anti-Social Behaviour Injunction to protect residents from further harassment. The injunction carried a power of arrest, which meant if the male returned to the village he could be arrested by the Police and taken to court within 24 hours.

Whilst taking this sort of action is rare, the Council is committed to ensuring that life in communities within Broxtowe Borough is not blighted by the negative effects that anti-social behaviour can cause.



Your Tenancy

The Allocations Team administer the allocation of properties through Homesearch, Housing's Choice Based Lettings system.

Residents complete housing applications to be registered with Homesearch, which are assessed to identify need and which priority band they should be placed. Properties are advertised weekly and residents are able to express interest (or bid) for properties in which they are interested.

Average void time
(time a property is vacant)

General Needs 20 days
Retirement Living 33 days
Total Average 25 days

564
Terminations
of tenancy
processed

490
Properties relet

Mutual Exchanges

Homeswapper offers a free mutual exchange service for social housing tenants across the country. If you are interested in looking for a mutual exchange you can register at www.homeswapper.co.uk

Please note there is eligibility criteria you must meet for mutual exchanges. To find out more, please contact the Tenancy & Estates Management Team.



BROXTOWE ONLINE PAYMENTS MADE EASY WITH E-STORE

Making regular payments has never been easier thanks to a new online store which makes it quick and simple to pay bills such as Council Tax, Housing Rent and Business Rates. Visit our e-store at www.broxtowe.gov.uk/estore where you can create an account and log on to make your payments.

There are a range of online services already available. For a full list visit www.broxtowe.gov.uk/doitonline



HOUSING OPTIONS

The Housing Options Team work with residents faced with becoming homeless ensuring they are able to access accommodation suitable for their needs and means, with the aim to prevent them from becoming homeless. The Private Sector Liaison Officer works with private landlords to increase the supply of properties through HomeLets.

Households prevented from becoming homeless

2013 -2014 400
2014 -2015 450

44 private landlords housing residents nominated through the Council

68

private landlords signed up to the rent guarantee scheme

75 private tenancies secured

10

letting agents working with the Council

10 households accepted as being homeless

Leaseholder Matters

The recent recruitment of a Leaseholder Officer will enable an improved,

high quality and responsive service to be provided for leaseholders, through an effective customer focused leasehold management service.

The officer will support leaseholders and also administer all lease related transactions. The Council will aim to meet with leaseholders on an annual basis at the Leaseholder Marketplace and through Focus Groups will discuss areas of improvement to the service. Plans on how the service can be developed are being considered and if you would like to be involved when groups are set up please contact your Leaseholder Officer.

272
Council leaseholders in Broxtowe Borough

By becoming a lessee, you have entered into certain obligations, such as paying your ground rent and service charge on time. In addition to this, you are trusted to abide by the terms and conditions of your lease agreement.



Housing Matters

Dementia Friendly Communities

Broxtove Borough Council is determined to ensure its residents can live well with Dementia and the Housing Department is a top finalist for the APSE Service Awards 2015 in the category of 'Best Health & Well-being Initiative'.

Dementia Friendly homes, awareness training, a 'Dementia Café', partnership working with Nottingham West Clinical Commissioning Group and early intervention schemes are just a few of the projects that are helping to fight the growing impact of Dementia in Broxtove Borough.

Keeping people in their homes longer, supporting the vulnerable and a better understanding of dementia is of lasting benefit, reduces the cost of social care and ensures that people in the Borough can 'live well with Dementia'.

A pioneering scheme to build specially adapted bungalows for people with Dementia has been completed in Eastwood and plans are being developed for more in Beeston. Two, two bedroomed bungalows have been developed, in partnership with Nottingham Community Housing Association, which are the first of their kind to be built in Nottinghamshire and they are owned and managed by the Council.

The properties include a bedroom and utility room for carers. The colours, textures and patterns used have been designed to alleviate confusion and make fittings stand out.

Glass has been used in doors within the properties and the layout ensures tenants are able to find their way around easily.



Building New Affordable Homes

More affordable homes have been completed during this year in partnership with Nottingham Community Housing Association and Derwent Living. Energy saving measures have been included into the design of the properties, including photovoltaic roof panels and ground source heat pumps. All new affordable housing meets level 4 of the Code of Sustainable Homes.

Tenants have already moved into newly built homes:



properties at Hall Drive, Chilwell, which offers bespoke, supported accommodation



Two bedroomed houses and 4 bungalows at Midland Road, Eastwood



properties at Wilson Road and Chewton Street, Eastwood



new homes and 3 Retirement Living bungalows at Peatfield Court











Performance Matters

The Housing Strategy for 2015 – 2020 has been produced through consultation with staff, partners, councillors and residents. To ensure our new strategy is accessible and clear it is more visual and easy to read.

A video has also been produced to highlight our key objectives and ambitions for the next five years, along with our achievements. Fifteen residents joined over 50 officers from Housing and other Council teams and we would like to thank everyone for getting involved and making it happen.

The Housing Strategy outlines 25 outcomes to be achieved by 2020. Eight of these are to be achieved within the first year of the strategy:

-  Improve analysis of customer feedback so that we can identify trends and improve our service
-  Restructure the Housing Service to provide the best possible service
-  Research into the affordable housing needs of each area
-  Identify non-operational land, such as garage sites, which could be used to provide new affordable homes
-  Tenancy training to help tenants sustain their tenancies

-  Promote mutual exchange as an option for social residents of the Borough
-  Provide effective and efficient leaseholder services
-  Improve the process for re-letting vacant (void) properties to ensure a quick turnaround with a high lettable standard



Watch the video at www.broxtowe.gov.uk/housingstrategy



TOP TEN Performance Indicators

From 2015 the Housing Service will focus on ten performance indicators. All managers and staff within Housing contribute to these being achieved. Successes and ideas for improvements will be discussed by managers through monthly meetings and all staff will be involved through regular meetings with their managers.



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



Staff sickness - Number of days per employee



Staff engagement - Results of staff survey



Complaints - Number of complaints upheld by the Housing Service



Keeping in touch visits - Number of visits completed



Estate inspections - Number of inspections completed



Tenancy turnover - The number of tenancies terminated as a % of total stock



Gas safety - % of properties with gas that have received an annual check



Average relet time - Number of days taken to let a property



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



Complaints

Throughout the year a number of complaints were 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.



Total complaints received – Stage 1

2013 -2014 55 2014 -2015 75



Total Stage 1 complaints responded to within 15 working days

2013 -2014 35 2014 -2015 50









Total complaints progressed to Stage 2

2013 -2014 4 2014 -2015 17



Total Ombudsman complaints

2013 -2014 2 2014 -2015 4

	Stage 1	Responded to within 15 days	Stage 2	Ombudsman Complaints
Capital Works (Modernisations)				
	2013 - 2014 7	6	0	0
	2014 - 2015 11	11	2	0
Housing Allocations & Options				
	2013 - 2014 15	11	0	2
	2014 - 2015 19	13	7	3
Leaseholder Services				
	2013 - 2014 0	-	-	0
	2014 - 2015 0	-	-	0
Neighbourhood Services				
	2013 - 2014 16	8	4	0
	2014 - 2015 26	12	3	1
Repairs & Maintenance				
	2013 - 2014 17	10	0	0
	2014 - 2015 19	14	5	0
Strategy & Performance				
	2013 - 2014 0	-	-	0
	2014 - 2015 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 taking into account when developing services.



Capital Works

2013 -2014 13

2014 - 2015 5



Housing Allocations & Options

2013 -2014 110

2014 - 2015 75



Leaseholder Services

2013 - 2014 0

2014 - 2015 0



Neighbourhood Services

2013 - 2014 31

2014 - 2015 31



Repairs & Maintenance

2013 - 2014 27

2014 - 2015 31



Strategy & Performance

2013 - 2014 1

2014 - 2015 1



Contacts

For further information about the Housing Services you receive, please contact us:

You can telephone us:

- **Aids & Adaptations:** 0115 917 3610
(Council properties only)
- **Allocations:** 0115 917 3068 or 3422
- **Benefits:** 0115 917 7777
- **Caretaking Services:** 0115 917 3358
- **General Enquiries:** 0115 917 7777
- **Housing Options (Homelessness):** 0115 917 3406 or 3076
- **Housing Repairs:** 0115 917 7777
- **Leaseholder Services:** 0115 917 3925
- **Mediation Service:** 0115 917 3736
- **Modernisations:** 0115 917 3081
- **Rents:** 0115 917 7777

You can write to us:

- **Broxtowe Borough Council,**
- Housing Services,
- Council Offices, Foster Avenue, Beeston,
- Nottingham NG9 1AB

You can email us:

- | | |
|-----------------------------------------------------------|---------------|
| Resident Involvement: | 0115 917 3616 |
| Retirement Living: | |
| Beeston: | 0115 917 3176 |
| Chilwell / Bramcote /
Stapleford / Toton /
Trowell: | 0115 967 8174 |
| Awsorth / 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 |
- Benefits:** benefits@broxtowe.gov.uk
- Customer Services:** customerservices@broxtowe.gov.uk
- General Housing Enquiries:** hpls@broxtowe.gov.uk
- Non-urgent Housing Repairs:** housingrepairs@broxtowe.gov.uk
- Mediation Service:** mediation@broxtowe.gov.uk
- Rents:** recovery-rents@broxtowe.gov.uk
- Visit www.broxtowe.gov.uk/**emailme** to subscribe to email alerts for Council services that you are interested in.



You can access services online:

- Housing web pages:** www.broxtowe.gov.uk/housing
- Apply for housing:** www.home-search.org.uk
- Mutual Exchanges:** www.homeswapper.co.uk