



Welcome to your Annual Report

1st April 2016 – 31st March 2017

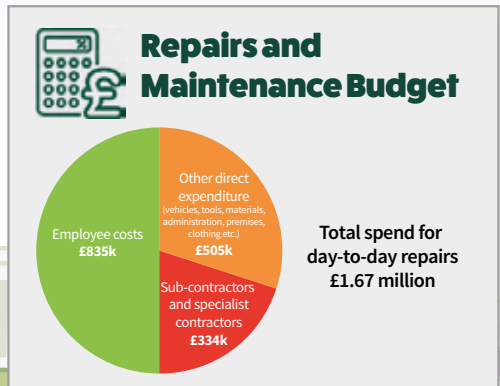
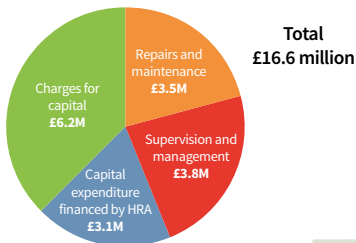
It has been another busy year for the Housing Department and a lot of hard work has gone into ensuring we provide a high quality service for tenants and leaseholders. This year, we have seen a number of new developments in Retirement Living, including the redecoration of our scheme guest rooms and the refurbishment and communal areas and entrances of Retirement Living schemes.

Last year, Housing and United Living won a Training Award at the Building Communities Awards Ceremony for providing 100 training opportunities to students in the Borough. Housing and United Living were also shortlisted for a TPAS award for a project to deliver training and tenant focussed opportunities in BBC

HRA Income and Expenditure

In 2016/17 Broxtowe Borough Council received £16.6million in income in the Housing Revenue Account. £15.6million came from housing rents, the remainder was from garage rents, retirement living management charge and other charges.

Where the money was spent



Modernisations

The Capital Works team has continued to carry out modernisations and maintain homes to a high standard. The repairs team has continued their hard work to ensure that all our tenants have a safe, secure and decent home.

 **153** External door replacements

 **399** Pre paint repairs and repainting, including new soffits and fascias

 **515** Kitchens and bathrooms



1 Lift replacement **59** Replacement roof covering


1 Lift refurbishment **86** External wall insulation

136 Gas central heating replacements (plus over 160 system improvements)

14 Communal Door replacements and automation



 **60** UPVC Window replacements









 **10** Loft and cavity insulation improvements

 **2**  Retirement Living schemes refurbished

 **6** new homes delivered

Performance Indicators - 2016/2017

Our performance indicators provide an overview on how well we are performing in each area and are reported on a monthly basis. The figures below show our targets and how we performed over the year:

| Performance Indicator | Figure | Target |
|---|------------|---------|
|  Overall Satisfaction | 93.39% | 86% |
|  Gas Safety | 100% | 100% |
|  Average Relet Time | 25.77 days | 24 days |
|  Void Rent Loss | 0.65% | 1.29% |
|  Complaints (upheld) | 26.32% | 35.80% |
|  Keeping in Touch Visits | 1,687 | 1,800 |
|  Estate Inspections | 121 | 96 |
|  Tenancy Turnover | 7.10% | 9.36% |

During 2017/ 2018 we will focus on improving average relet times and monitoring of complaints.



Complaints

We value the feedback we receive about our services and we understand that at times we do not always 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.

| | Stage One | Stage Two | Upheld |
|------------------------|-----------|-----------|--------|
| Capital Works | 2 | 0 | 0 |
| Housing Options | 21 | 0 | 3 |
| Housing Repairs | 30 | 1 | 3 |
| Leaseholder Services | 1 | 0 | 0 |
| Neighbourhood Services | 29 | 2 | 3 |

Compliments

We also received a number of positive comments about the Housing Service .



'I wanted to drop you a line to say thank you for helping me with finding a flat for my dad. I am sure your job is not easy at times but I wanted you to know I appreciated the speed and patience you have shown to our family, especially my dad'

'We love our home and are very happy living under BBC.'

'I have been in this house for over 20 years and I have never had a problem with anyone in the department or with any of the workmen who have been in my house doing work, always found them to be very polite and clean workers.'

'I am a retirement tenant and I have lived here more than 17 years. During that time I have had regularly safety checks for gas, electrics and fire, new kitchen, new windows, boiler and shower. I am warm, comfortable and safe. Thank you.'

'We have a beautiful modernised home now with completed rendering and also new doors looks really nice and its our pride and joy'

'I really appreciate the fact that BBC Housing Department has taken so seriously the updating of my home, and has generally been very easy to contact.'

'Garden services for those eligible is brilliant.'