



Broxtowe  
Borough  
COUNCIL

# Welcome to Your **HOUSING ANNUAL REPORT**

1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023

This report gives a snapshot of the key achievements made by Broxtowe Borough Council's Housing Services team, including performance; acquiring new homes; recruiting to additional posts to support tenants and ensuring the Council is able to access funding to improve the energy efficiency of our stock. **Find out more inside.**



[www.broxtowe.gov.uk](http://www.broxtowe.gov.uk)

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# INTRODUCTION

## A Snapshot Of Our Achievements

We are proud to say that our Financial Inclusion and Tenancy Sustainment teams have worked extremely hard to support our tenants throughout the year, supporting a total of 291 tenants.

A restructure of the Repairs team ensured that they had the necessary resources to deliver service improvements. This included the recruitment of a new Housing Repairs and Compliance Manager, a Voids Coordinator, a Compliancy Manager, three new Team Leaders and a Repairs Customer Services Manager. Feedback received from you highlighted that you were unhappy with reporting repairs. As a result, a new Housing Repairs Customer Services team was set up to make these improvements.

Rent collection as a percentage of rent owed was 100.76%, surpassing our target of 99%.

We have achieved an arrears figure of £155,109 at year end which is a £25,375 reduction in arrears from the arrears figure of £180,484 outstanding at the end of March 2022.

Housing introduced monthly evening meetings that take place around the Borough. Tenants and leaseholders can attend the meeting to hear the latest updates from the Housing department. They can also find out the different ways they can get involved, from joining the Tenant Panel to filling in surveys on the Housing Facebook group.

In January 2023 we were delighted to share that we recruited a new Activities Coordinator. They work alongside the other two Activities

Coordinators to provide a range of events and activities within our Independent Living schemes, combatting loneliness, building up health and wellbeing and making sure that living within Independent Living is a positive experience.

A total of 6,669 tenants, family members and friends have attended the 629 activities provided throughout the year.

Adding more good quality homes to our stock is one of our main priorities as per our Housing Delivery Plan 2019-2029. During the year, we purchased back a total of 6 properties at a cost of £1,061,622. During 2023/24, we will be redeveloping 4 garage sites (3 in Chilwell and 1 in Watnall), and a larger site that was a former pub. This will provide a further 24 Council homes.

We have been working in partnership with David Wilson Homes at the Old Mill Farm site in Brinsley to deliver affordable housing, which comprises of 26 Discount Market Sale properties for local people. Discount Market Sale is an affordable home ownership product which gives people the opportunity to get onto the property ladder by enabling them to buy a home at a discounted price, providing they meet certain criteria. This is usually 20% less than the market value. The homeowner is not required to pay back the discount, but the discount remains with the property on all future sales.

# KEY FACTS AS AT 31 MARCH 2023

## Housing Department



**4,358** Number of properties the Council owns

**3,252** General Needs Properties

**1,106** Independent Living Properties



**29** Properties sold under the **Right to Buy**

**309** Leasehold Properties

**£78.07** Average weekly rent

**1,245** Housing Applications Received

**398** Properties Relet


**14,776** Repairs Completed


**112** Anti-Social Behaviour Cases Closed

**479** Housing Advice Interviews Undertaken


**352** Homeless Applications Processed

## Operational Performance

**70.7%** Overall satisfaction with the service provided.   
TARGET 89%

 **Rent collected as a percentage of the rent owed.**


**100.8%**  
TARGET 99%

**0.98%**  Current **tenant arrears** as a percentage of the annual rent debit. **£155,109 outstanding**  
TARGET 2.0%

**Void garages** as a percentage of let-able garages.

**11 garages ready to let out of 692 let-able garages**

**1.6%**   
TARGET 12%


**71.3%**  **Homelessness** cases successfully intervened or prevented rather than relieved / a main duty being accepted.  
TARGET 70%

Number of homeless households housed outside of the Borough in temporary accommodation, over seven days.

**118**   
TARGET 0

**99.4%**  **Gas safety** 4,187 out of 4,212 were serviced on time.  
TARGET 100%

**80%** **Electrical** compliancy   
TARGET 100%

**Legionella** (water checks)   
**100%** TARGET 100%

**Average relet time** General Needs.  
**243 properties were relet.**

**88 DAYS**   
TARGET 20 DAYS

 **Average relet time** Independent Living.  
**155 properties were relet.**

**170 DAYS**  
TARGET 40 DAYS

**Reactive Repairs** Appointments made and kept.  
**9,035 appointments kept out of 9,395 appointments made.**

**96.2%**   
TARGET 98%





## Housing Revenue Account (HRA)

Just like a household, we have to budget carefully each year as our income mostly comes from the rent you pay. We work hard to ensure we achieve the best possible value for money.

In 2022/23, Broxtowe Borough Council received £17.2 million in income to the Housing Revenue Account. £15.9 million came from housing rents; the remainder from garage rents, Independent Living management charges and leaseholder service charges.

## Where the money was spent

**£4.8 MILLION**

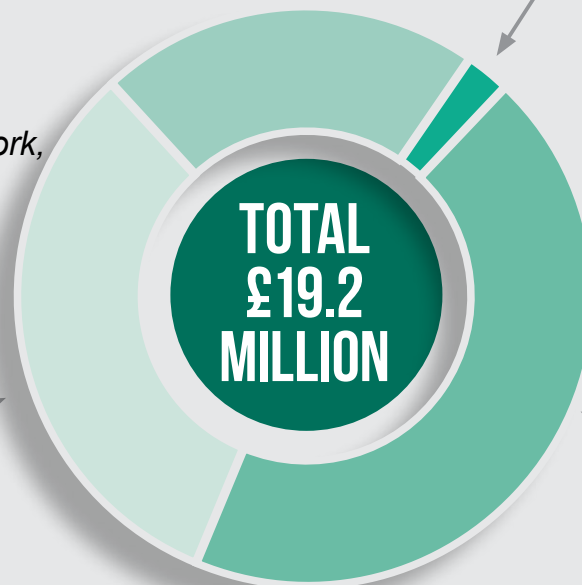
**Repairs and maintenance**

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

**£5.3 MILLION**

**Supervision and management**

*(includes staffing costs)*



**£1.8 MILLION**

**Capital expenditure financed by HRA**

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

**£7.3 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

**126** Kitchens and  
bathrooms  
modernised



**299** Gas central  
heating replacements  
/ boiler swaps



**50** Electric  
heating and hot  
water replacements

**208** External  
door replacements



**5** Independent Living Schemes  
benefitting from footpath and  
paving works



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



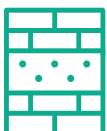
**26** Damp remediation  
works

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



**933** UPVC  
window  
replacements

**144** External  
wall insulations



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



# FINANCIAL INCLUSION

**Broxtowe Borough Council's Financial Inclusion Service consists of two full-time Financial Inclusion Officers.**

They offer free, confidential and impartial advice to help tenants with things like budgeting, money advice, benefit checks and benefit applications. They are always very focused on delivering support and will continue to do so during the challenges that face our tenants on a daily basis.

Our Financial Inclusion Officers have a presence in the Beeston Job Centre on a monthly basis, helping us to build relationships with the Job Centre staff who can then provide support and advice for us and our tenants. It also enables us to engage with tenants who attend the Job Centre.

Citizens Advice at Beeston have supported our Financial Inclusion Officers with some training this year and this has strengthened an already good relationship.

Our Financial Inclusion Officers are able to give targeted support through the Household Support Fund to some tenant groups based on set criteria after receiving a referral from a professional. Referring to the Household Support Fund has allowed them to support some tenants with the purchase of white goods and funds to buy food when they have been in immediate need.

The support the Financial Inclusion Service offers can be delivered in various ways, such as over the phone, in a tenants' home, at the local Job Centres or at the Council Offices in Beeston. This encourages and supports tenants to engage with the Financial Inclusion Service, and allows them to choose how support is delivered to them.

**“ FOCUSED ON DELIVERING SUPPORT ”**







## BETTER WITH A BENEFIT CHECK

**Did you know our Financial Inclusion Officers can help tenants and leaseholders do a benefit check to see what they could be entitled to? A tenant did this, and they are now £196 per week better off!**

### What was the process?

A referral was made to the Financial Inclusion team from one of the Independent Living Coordinators, asking if they could do a benefit check for a tenant as they suspected they were not receiving all the help they were entitled to.

Teresa, one of the Financial Inclusion Officers completed a home visit, discussed the tenants' circumstances and completed a benefit check.

'It was clear she was struggling to meet all of her outgoings due to being on a limited income and having to contribute towards rent and Council Tax costs.'

The tenant had many health conditions but told Teresa that her previous application for Attendance Allowance had been rejected. Teresa said they should make a new application.

### Application

With the tenant, Teresa put

together an application for Attendance Allowance and submitted it with medical supporting evidence.

Success! The tenant was awarded £92.40 per week.

Teresa then visited the tenant again, as she knew once the Attendance Allowance was awarded it would change her entitlement to Pension Credit, Housing Benefit & Council Tax Support. Together they applied for Pension Credit and again was successful!

### The Difference!

Before Teresa's involvement, the tenant was receiving £200.53 a week. This included state pension, occupational pension and other benefits. They also had to pay money towards rent and Council Tax.

Thanks to Teresa's help, the tenant is now receiving £396.60 a week. This includes new benefits of the Attendance

Allowance and Pension Credit. They are now also entitled to full Council Tax contribution and full Housing Benefit.

Overall that's £196.07 better off per week and £784.28 better off every 4 weeks!

### Backdated Money

Due to the tenant being awarded the Attendance Allowance, which is a qualifying benefit, the tenant was entitled to backdated benefits of around £1,000!

The tenant said 'The service I received was excellent. I should like to comment however, that the Financial Inclusion Officer, Teresa, who helped me was excellent. Extremely knowledgeable, very professional with an exceptional level of understanding and compassion that helped me enormously on a personal level. I could not have achieved the help and support she achieved for me, on my own.'

I did not know about the service until I was told about it by my Independent Living Coordinator who recommended I contact the service.'



# ENGAGING WITH OUR CUSTOMERS

The Engagement Team have been busy attending a range of community events as well as introducing evening meetings around the Borough.

## Evening Meetings around the Borough

In June 2022 the team trialled an evening meeting out in the community, utilising one of the Independent Living Schemes, Guttersloh Court in Stapleford. The team invited tenants, leaseholders and Councillors in the local area to come together. To begin with, there was an incentive of a £10 'Love to Shop' voucher to all who attended and filled out the feedback survey at the end of the meeting.

The purpose of the evening meeting was to share important information for Housing and also gathering voices and feedback from tenants and leaseholders about the service.

30 people attended the first meeting. The team were able to engage, hear from and share information to tenants and leaseholders they hadn't met before.

Table of number of tenants and leaseholder that we engaged with until the end of the financial year:

	Date	Location	Attendance Numbers
2022	June	Guttersloh Court, Stapleford	30
	August	Glebe House, Eastwood	28
	November	Rockwell Court, Stapleford	29
	November	Southfields Court, Chilwell	24
	December	Hopkins Court, Eastwood	23
2023	February	Templar Lodge, Beeston	35
	February	Westbourne Court, Stapleford	31



We surveyed six schemes within the trial year about the interest of the evening meetings, and the results were as follows:

- 1. Would you attend again?**  
 113 Yes      2 Maybe      9 No
- 2. How often would you want these meetings?**  
 81 Quarterly      23 6 months  
 7 Once a year      5 Monthly  
 1 Other      1 Don't know
- 3. Was the timing of the meeting right?**  
 112 Yes      11 No
- 4. Was the venue suitable?**  
 120 Yes      3 No



The meetings were a success and with the positive feedback received, we decided to continue with the evening meetings.

These meetings will run once a month in different parts of the Borough. Currently the team are using the Independent Living Schemes' communal lounges for the meetings, but in the future they want to look at linking with local community hubs to encourage more people to attend.

# JOIN US

If you have a spare few hours a month, why not join our Tenant's Panel?



More than eight tenants are regularly involved in shaping our service, and hundreds more are signed up to our 'Your Voice, Your View' to input in other ways.

## POP UP EVENTS

The Engagement Team, Financial Inclusion Team and the Housing Officers worked together to promote 'Pop-Up Events' around the Borough.

These one-hour pop-up sessions were an opportunity for tenants and leaseholders to come and speak to the teams about any tenancy concerns, fly tipping or ideas for the Housing Service.

'It's fantastic to see all the teams come together to go out and talk to our customers about any issues or feedback in their local area.' Said a tenant.

We want to make contacting Housing as accessible as possible. Not everyone wants to come to a meeting at the Council Offices, so by having it in their local area, they are more accessible for more people to attend and have the chance to have their say.

**21 POP UP EVENTS BETWEEN AUGUST – OCTOBER 2022.**

**211 TENANTS AND LEASEHOLDERS ATTENDED THE POP UP EVENTS.**



# 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.

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.

Service Area	Complaints Received
Housing Repairs	146
Housing Income	23
Allocations	32
Housing Options	9
Independent Living	8
Neighbourhoods	19
Capital Works	6
Housing Services and Strategy	4
<b>TOTAL</b>	<b>247</b>

## The Stages

Overview	Stage 1	Stage 2	Total
Upheld	80	17	97
Partially	43	n/a	43
Not Upheld	89	18	107
Not progressed / Withdrawn	13	0	13
Total Number of Complaints	212	35	247

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

**17** 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 2023. You can view all decisions of the Housing Ombudsman by visiting <https://www.housing-ombudsman.org.uk/decisions/>.

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

The main reason for complaints received in 2022/23 was about an unacceptable standard of quality 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.

Another learning point was how we dealt with damp and mould complaints. We developed and implemented a new 'Reports of Damp and Mould' procedure, aiming to inspect properties within seven days.


**If you have an issue with damp and mould, please let us know as soon as possible.**

# COMPLIMENTS AND COMMENTS


We also like to hear from you when we get things right, or go beyond 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.

**YOU SAID**  
 *“Just wanted to say ‘Thank you’ for all your help with my mother in law. We’ve been today to Rockwell Court and she has accepted the flat there.”*

**YOU SAID**  
 *“I want to thank you so much for helping me and my family I love the property! Fresh start I’m so grateful to you and your team.”*

**YOU SAID**  
 *“The ILCs are fantastic, they supported me when moving in and gave me all the information I needed. You can ring them at any time, and I feel confident approaching them with any issues or questions. The activities run by Nicky are fantastic, she is a very creative and lovely person.”*

**YOU SAID**  
 *“I like to say Allison is someone who has made me feel like a person with worth and made me feel comfortable in everything she has done and is doing and makes me feel like can stand strong no matter what I am going through. At one point I felt like I was giving up but the support I have had in calls, in person and messages are amazing. I thank you.”*

**YOU SAID**  
 *“Please can I say a massive thank you to Emma, she is extremely professional and has excellent customer service.”*



## LOOKING FORWARD

We are committed to providing a high level of service and during 2023-24, we will be conducting a Tenant Satisfaction Survey to gain your views on us as a landlord and the service you receive. This is part of the Regulator of Social Housing’s Tenant Satisfaction Measures return that we must send to them in 2024. This survey will be conducted on an annual basis.

### We will be:

- Reviewing and redesigning the gas servicing process to focus on early intervention and earlier escalation to Legal Services for injunctions to enter properties when we cannot gain access.
- Streamlining the voids process to ensure that properties are ready to let quicker and improving the average relet time.
- Ensuring that tenants and leaseholders will be consulted on all new and changes to existing policies where necessary, giving you the opportunity to provide feedback.
- Recruiting more Housing Repairs staff to ensure that we are providing the best service possible, including operatives.
- Creating a new Damp and Mould Policy.
- Developing a new Housing Strategy to ensure that we are meeting the needs of our residents in the Borough.
- Moving forward with our development plans to build new Council homes on garage sites.



# 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
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	0115 917 3125	housingindependentliving@ broxtowe.gov.uk
Leaseholder Team	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
Tenancy Sustainment	0115 917 3400	tenancy@broxtowe.gov.uk

# STAYING UP TO DATE



Sign up to our email me service - subscribe to updates on the services that matter to you, all direct to your inbox with our Email Me Service.

[www.broxtowe.gov.uk/emailme](http://www.broxtowe.gov.uk/emailme)



Follow us on social media for daily updates and news from across the Borough. You can find us on Facebook, Twitter, LinkedIn and YouTube



Visit our consultations page to see how you can have your say on Council services [www.broxtowe.gov.uk/consultations](http://www.broxtowe.gov.uk/consultations)

Community Action Teams (CAT) Meetings take place in the Borough and provide an opportunity to raise issues with local Councillors [www.broxtowe.gov.uk/cat](http://www.broxtowe.gov.uk/cat)

The Council has Committees which make decisions about services or which have delegated powers to make decisions based on law. Most committees are public meetings so members of the public are welcome to attend. At certain meetings, like Full Council Meetings, members of the public can ask questions by prior arrangement. Agendas, minutes and meeting dates are published on our website at [www.broxtowe.gov.uk/committees](http://www.broxtowe.gov.uk/committees) and decisions for many of the committees are shared on our Twitter account @broxtowebc.

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مذہ سے سٹیٹ کیوں کہ

如果你需要此傳單用其他的形式或文字寫成，請撥電話 0115 917 7777 與我們  
聯絡。

اگر آپ چاہتے ہیں کہ یہ لیٹ آف آپ کو اردو زبان میں بھیجا گیا جائے  
تو براہ مہربانی فون نمبر: - 0115 9177777 پر رابطہ کریں۔

If you need this leaflet in other formats or languages contact us on 0115 917 7777

## TYPETALK - TEXT DIRECT



Typetalk's purpose is to bring the benefits of the telephone network to deaf, deafblind, deafened, hard of hearing and speech-impaired people.

Managed from a state-of-the-art centre, Typetalk's highly trained operators understand the special requirements of its customers and provide a warm, friendly service in complete confidentiality.

For Broxtowe Borough Council telephone  
18001 0115 917 7777.



**Broxtowe  
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