

Standard	The Homes Standard: Quality of Accommodation		
<b>Required Outcomes</b>			
Registered providers shall: <ul style="list-style-type: none"> <li>ensure that tenant's homes meet the standard set out in section five of the government's Decent Homes Guidance and continue to maintain their homes to at least this standard</li> <li>meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these standards are higher than the Decent Homes Standard</li> <li>in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section six of the governments Decent Homes Guidance</li> </ul>			
<b>Specific Requirements</b>			
1.1 Registered providers may agree with the regulator a period of non-compliance with the Decent Homes Standard, where this is reasonable. Providers shall ensure their tenants are aware of the reasons for any period of non-compliance, their plan to achieve compliance and then report on progress delivering this plan.			
<b>Tamworth Borough Council's Compliance position: Non-Compliant</b>			
We currently have 1712 (39.99%) properties that are non-standard. Most of the outstanding failures are down to thermal comfort. This is something we will need to pick up in the next round of stock condition survey and capital programme planning.			
Over the last 3 years we have improved properties in the following ways:			
	2016/2017	2015/2016	2014/2015
Kitchens	295	259	251
Bathrooms	246	228	192
Roofing	16	Deferred until 2016/17	/
Windows and Doors	340	244	228
DFA's	127	158	73

Tamworth Borough Council is committed to reducing fuel poverty by improving the thermal efficiency of its lowest rated homes and improving the energy efficiency of homes through the installation of modern boilers. This programme will continue until all properties have energy efficient boilers fitted.

During 2017/2018 we will undertake a review of options for delivery of legionella, asbestos surveys, fire risk and legionella risk assessments. We will also review options for fire risk assessments carried out on our properties so as to ensure the ongoing and continued safety of tenants within their home.

Standard	The Homes Standard: Repairs and Maintenance				
Required Outcomes					
Registered providers shall: <ul style="list-style-type: none"> <li>provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties and adaptations</li> </ul>					
Specific Requirements					
2.1 Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, works on void properties and adaptations					
2.2 Registered providers shall co-operate with relevant organisations to provide an adaptations service that meet tenant's needs					
Tamworth Borough Council's Compliance position: Compliant					
Mears, repairs contractor, benchmarked the efficiency of the service by using HouseMark					
Performance Indicator	2014/15	2015/16	2016/17	Trend 2015/16 to 2016/17	HouseMark Top Quartile
Percentage of repairs completed on the first visit	90.47	87.77	88.32	↑	91.75
Appointments kept as a percentage of appointments made	97.86	94.24	95	↑	99.08
Average number of days taken to complete repairs	9.67	10	14	↓	7.61
Percentage of dwellings with a valid gas certificate	99.69	99.97	99.99	↑	100
Percentage of all responsive repairs completed within target	98	98	98	↔	99.32

127 adaptations were completed in 2016/17, all of the minor work types were completed within 28 days.

We carried out a customer satisfaction survey at the end of 2016/2017 and found that:

- 61% of respondents were either very or fairly satisfied with the repairs service

Standard	Tenancy Standard: Allocations & Mutual Exchange
Required Outcomes	
<p>Registered providers shall: let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings:</p> <ul style="list-style-type: none"> <li>• make the best use of available housing</li> <li>• are compatible with the purpose of the housing</li> <li>• contribute to local authorities' strategic housing function and sustainable communities</li> </ul> <p>There should be clear application, decision making and appeals processes.</p> <p>1.2 Registered providers shall enable their tenants to gain access to opportunities to exchange their tenant with that of another tenant, by way of internet-based mutual exchange services.</p>	
Specific Requirements	
<p>1.1 Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements</p> <p>1.2 Registered providers shall develop and deliver services to address under-occupation and overcrowding in their homes, within the resources available to them. These services should be focused on the needs of their tenants, and will offer choices for them.</p> <p>1.3 Registered providers' published policies shall include how they have made use of common housing registers, common allocations policies and local lettings policies. Registered providers shall clearly set out, and be able to give reasons for, the criteria they use for excluding actual and potential tenants from consideration for allocations, mobility or mutual exchange schemes.</p> <p>1.4 Registered providers shall develop and deliver allocations processes in a way which supports their effective use by the full range of actual and potential tenants, including those with support needs, those who do not speak English as a first language and others who have difficulties with written English.</p> <p>1.5 Registered providers shall minimise the time that properties are empty between each letting. When doing this, they shall take into account the circumstances of the tenants who have been offered the properties.</p> <p>1.6 Registered providers shall record all lettings and sales as required by the CORE system</p>	

- 1.7 Registered providers shall provide tenants wishing to move with access to clear and relevant advice about their housing options.
- 1.8 Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing:
- A tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee
  - The tenant to enter their current property details and the tenant requirements for the mutual exchange property they hope to obtain
  - The tenant to be provided with the property details of those properties where a match occurs
- 1.9 Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement such as 'Swap and Move', under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.
- 1.10 Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants
- 1.11 Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet

**Tamworth Borough Council's Compliance position: Compliant**

- Tamworth Borough Council allocates housing in a fair and transparent manner through Finding a Home choice based lettings scheme. During 2016/17 we re-let:
- General needs - 229
  - Sheltered - 41
  - Supported – 13
- Re let time for standard works was 17.60 days
  - Disabled families are given the opportunity to move to more suitable accommodation so they can access their home and remain living independently, we call this a direct match. During 2016/17 we offered 4 direct matches.
  - With the incentive to move option larger family homes are being released giving more opportunity for families to access family accommodation, 9 families moved using this assistance during the year
  - 75 nominations were completed this year
  - Under the acquisitions programme we increased our stock by 17 properties
  - Satisfaction with the allocations and lettings process was 92%
  - Tamworth Borough council have implemented the new mutual exchange scheme 'Swap and Move'. Tenants can register an interest under this scheme without payment as Tamworth Borough council pay for a subscription.
  - 30 mutual exchanges were processed within 42 days and approved. This saves the council approximately £1,500 per property

<ul style="list-style-type: none"> <li>➤ Housing solutions interviews are offered to all applicant to ensure that customers are aware of all housing choices available to them before deciding which option to pursue</li> <li>➤ We prevented 69 homelessness cases</li> </ul>
<ul style="list-style-type: none"> <li>➤ We had 26 families in temporary accommodation (Bed and Breakfast) and a further 8 in private sector leasing</li> <li>➤ Tamworth Borough council operates an internal appeals process for tenants in regard to allocations and lettings</li> <li>➤ The complaints process is used to deal with other causes of dissatisfaction with regard to the housing register</li> <li>➤ The Finding a Home policy gives priority for under occupation to social tenants and overcrowding to tenants across the board including private sector leasing</li> <li>➤ Allocation criteria have been amended within the Allocation Policy (to align with under-occupancy terms of the Welfare reform Act) so that allocations will not be made where this would result in under-occupation as defined by the Welfare Reform Act.</li> <li>➤ Despite these changes applicants are still able, within the limits of the revised criteria, to choose on which actual properties they place a bid.</li> <li>➤ Choice based lettings includes allocations policy and local letting criteria, within the policy</li> <li>➤ Criteria for disqualification are set out in the Finding a Home policy and the allocations policy</li> </ul>

Performance Indicator	2015/16	2016/17	Trend 2015/16 to 2016/17	HouseMark Top Quartile
Percentage of properties accepted on first offer	82.91	76	↓	Not benchmarked
Number of re-let days	14.16	17.60	↓	17.50
Satisfaction with allocations and lettings	92	92	↔	98
Percentage/number of closed resolved asb cases	97.47 (316)	98.52 (270)	↑	99.59
Percentage/number of closed unresolved asb cases	2.53 (8)	1.48 (4)	↓	Not benchmarked

Current tenant arrears as a percentage of the annual debit (excluding h/b adjustments)	1.82	1.82	↔	2.13
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