

Annual Report

2017-18

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Tamworth
Borough Council

Tamworth Borough Council
Landlord Services

01 Welcome to your Annual Report

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Welcome to the 2017-2018 Annual Report for Tenants and Leaseholders, which sets out how we are performing and what we have achieved during the 2017/2018 financial year.

In addition to reviewing our performance we will also take the opportunity to share with you some good news stories and information relating to service improvements introduced over the same period. Throughout the report you'll see how we continue to challenge ourselves to achieve value for money in the services we provide.

Tenants' contribution to Tamworth's work is invaluable in enabling us to improve services and deliver value for money. Our thanks go to all tenant members who have been involved in the development of this report and members of Tenants Voice who commented on the draft to ensure that the report is clear, meaningful and in plain English.

We continue to send out the Annual Report by email. However, the report is still available to download via the website and is available in print for those who would prefer this. As ever, we welcome any feedback you have on the report and its contents, so please do get in touch if you would like to.

If you would like a printed copy of this report please contact the Tenant Regulatory & Involvement Team on 01827 709709 or email tenantparticipation@tamworth.gov.uk



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Who we are

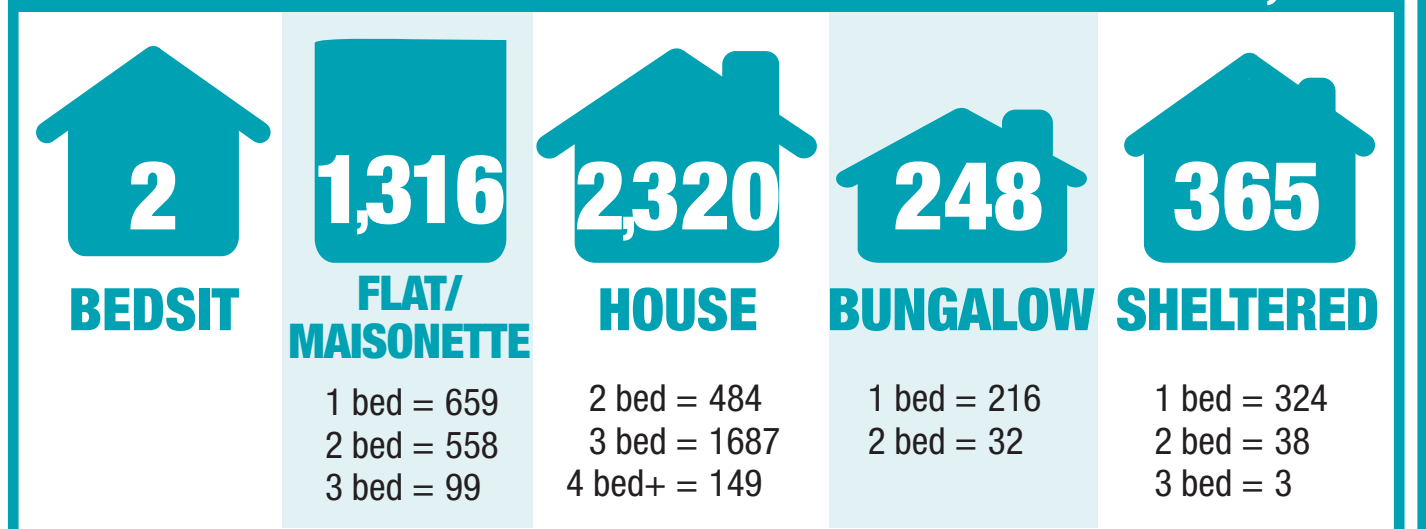


Area	Total
Amington	402
Belgrave	298
Bolehall	338
Borough Road	12
Coton Green	50
Dosthill	72
Fazeley	112
Gillway	264
Glascote	601
Hockley	153
Kettlebrook	210
Leyfields	451
Stonydelph	717
The Leys	45
Town Centre	401
Two Gates	14
Wilnecote	111

Total number of properties: 4,251

Number of tenancies as at 31 March 2018

Total: 4,251



02 A Year in Pictures



Ankermoor court art project



Building brighter futures project



Oakendale plant a pot



Oakendale plant a pot



ICT workshop



ICT workshop



Tenants visit Wates



Oakendale art project



Knitting donations



Maurice Arnold



Edward Court art project



Building brighter futures project

03 Tenant Involvement & Empowerment

This section looks at how we communicate and involve our tenants and how well we know and respond to their needs

If you find yourself interested and would like to get involved or simply require further information please contact the Tenant Regulatory & Involvement Team on 01827 709709 or email tenantparticipation@tamworth.gov.uk

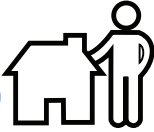
THERE ARE VARIOUS WAYS FOR TENANTS TO GET INVOLVED

MORE THAN 100 INVOLVEMENT ACTIVITIES

HAVE BEEN ARRANGED, RANGING FROM POSTAL SURVEYS, ESTATE-BASED ACTIVITIES & CONSULTATION EVENTS

ANALYSED MORE THAN 1,500

SURVEYS FROM CUSTOMERS

18 

ACTIVE TENANT INSPECTORS
1 CO-ORDINATOR

102
TENANT-LED COMMUNAL CLEANING
AUDITS CARRIED OUT ACROSS THE BOROUGH

557
TENANTS REGISTERED ON THE DATABASE OF INVOLVEMENT

10 ANNUAL PROGRAMME OF ESTATE INSPECTIONS COMPLETED

ENGAGEMENT ACTIVITIES
PLANT A POT EVENTS

AT THOMAS HARDY COURT, EDWARD COURT & OAKENDALE SHELTERED SCHEMES

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Did you know?

Seniors United is a forum for sheltered housing tenants to get together, share ideas and experiences. A range of events have featured on the agenda which included an awareness session to identify the signs of loan sharks and how to report them, and a presentation on the Silver Line service which offers information friendship and advice. Also as part of 'dementia week' group members were asked if they would knit twiddle muffs for Alzheimer's patients, which were donated to local hospitals.



Knitting donations



Sunset Close art projects



Bright Crescent art project

It has been a busy year for the group as the town commemorated the death of Aethelflaed, so the group were invited to become involved in an art project which was due to be showcased in the castle grounds over the summer.

The Tenant Involvement team have also supported the Police Community Engagement days, these events have increased community partnerships and provided an increased level of service by working with residents in the community.



PCSO engagement day, April 2017

Tenants requested the opportunity to visit both Wates call centres to gain a better insight into working operations around call handling and the appointments system.



Tenants visit Wates



Tenants visit Wates

03 Tenant Involvement & Empowerment

▶ Looking forward - 2018/2019

- Continue to promote the work of the involvement working groups and to increase the number of tenant representatives on the Tenant Consultative Group to ensure representation from across all areas of the borough
- Monthly monitoring of landlord service performance, intelligence and satisfaction
- Continue with the annual programme of estate inspections to assess the standards of service
- Encourage more tenant involvement in the future of landlord service publications.



Edward Court



Thomas Hardy Court

Did you know?

Construction course helps Tamworth residents build brighter futures

Tamworth Borough Council's housing repairs contractor, Wates, in partnership with the Council's Landlord Service delivered a construction employability course as part of Wates 'Building Futures' initiative which aims to open up routes to employment in the construction industry.

The course was aimed at unemployed Tamworth residents and care leavers who face extra barriers into employment. It provided delegates with a BTEC Level 1 qualification into construction, asbestos training, the Construction Skills Certification Scheme test and a guaranteed interview with Wates and their supply chain.

Participants were also able to learn practical

skills such as carpentry and plumbing through trade taster sessions, visit a live construction site, work on a community project, improve their employability skills and were given their own personal protective equipment to wear on a construction site.

Luke Jay (24) said: "I loved the course. I didn't really know what I wanted to do before but I now feel this could be my career for life and I'm really hopeful I will get a job out of it."

Craig Hunt (25) said: "I hope this will lead to a change in my life and if anyone else gets the opportunity to do this I would really encourage them to go for it."

Malcolm Mellors said: "I was laid off from my job in a warehouse before Christmas and have been passed between agencies since then. I've always wanted a career in construction and this has now given me the confidence to pursue it."



Building brighter futures project



Building brighter futures project

Customer feedback

Complaints, Compliments and Service Requests

We welcome all feedback as it helps us improve services. We aim to resolve all complaints as effectively and as efficiently as possible. Any complaint – no matter how minor – is recorded.

A total of **492** complaints, compliments and service requests were received within Landlord Services during the year. Of the total received, **44%** were classified as complaints, **45%** service requests and **11%** compliments.

	2015 /16	2016 /17	2017 /18
Complaints	224	216	206
Compliments	51	53	50
Service requests	137	223	261
TOTAL	412	492	517

It should be noted that whilst there has been a decrease in complaints for the period 2016-2017, we observe the number of service requests which have increased significantly, partly due to us now recording all councillor enquiries.

03 Tenant Involvement & Empowerment

	2015 /16	2017 /17	2017 /18
Number of stage 1 complaints	204	195	183
Number of stage 2 complaints	17	16	16
Number of stage 3 complaints	3	5	7
Number of complaints upheld	8	30	37
Number of compliments	51	53	50

Learning from your complaints

- Due to the number of complaints around damp and mould on the increase, the complaints review panel recommended issuing hygrometers.
- Acknowledgements are now sent for stage 1 and stage 2 complaints advising of the timescale for the response
- Acknowledgements are now sent out for compliments thanking the resident for taking the time to send them in.

Across the total number of 206 complaints:

- **46%** relate to Wates (inclusive of Wates Gas)
- **2%** relate to Housing Solutions
- **13%** relate to Tenancy/ASB issues
- **7%** relate to TBC Repairs
- **7%** relate to Property Services

Across the total number of 50 compliments:

- **22%** relate to Wates (inclusive of Gas)
- **20%** relate to Housing Solutions
- **18%** to Caretaking/Cleaning
- **16%** to Tenancy/ASB issues

In summary, 206 complaints were received within Landlord Services during 2017/2018. This is a significantly small proportion in relation to **4927** household and garage tenancies.

Have Your Say

Tamworth Borough Council wants to ensure that the services we provide meet both our published standards and the needs of our customers. All customer feedback is important to us and can be a complaint, suggestion, comment or compliment.

All feedback, including complaints, is taken seriously and we use this to learn lessons as to how things may have been done differently and to improve future services.

Where possible, we will publish information on how we have made improvements resulting from your feedback.

Have your say either by going on line at www.tamworth.gov.uk/do-it-online or telephone 01827 709709



area to fill

04 Home

This section looks at how we provide homes that are safe, of good quality and well maintained.

Responsive Repairs

	2016/17	2017/18
The percentage of repairs completed on the first visit	88.75%	89.34%
Customer satisfaction for responsive repairs	83%	95%
Percentage of repairs completed on time	88.75%	96.91%
Percentage of appointments made and kept	95%	90.48%
Percentage of complaints relating to the repairs service	46%	45%
Percentage of complaints relating to the gas service	2%	1%

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10 DAYS AVERAGE NUMBER OF CALENDAR DAYS TO COMPLETE REPAIR	3,777 GAS SERVICES	284 VOID PROPERTIES	158 BOILER REPLACEMENTS	13,858 RESPONSIVE REPAIRS
84 ELECTRICAL TESTS/INSPECTIONS	12 ROOFING JOBS	FIRE RISK WORKS AT THE HIGH RISE BLOCKS	£2,773 AVERAGE SPEND ON AN EMPTY PROPERTY	£905,712 TOTAL COST TO CARRY OUT RESPONSIVE REPAIRS



Improving the Environment

The team at Wates approached Tamworth Borough Council and asked where they would like them to carry out their 'Reshaping Tomorrow Week'. They requested Thomas Hardy Court which is their largest sheltered scheme.

The tenants at Thomas Hardy were not very enthusiastic when it came to gardening so they requested Wates to build some planters and tidy up the garden areas so they could create a gardening club and leave a legacy for them to continue.

Tamworth Borough Council also used the event for themselves to help out as well and created their own event, calling it 'Get out the office for the day'.

The event was carried over two days early June and formed a rota between Wates and the council where there were 20 volunteers each day. One team went round the whole perimeter of the scheme tidying up all the borders, strimming and weeding whilst the other team built planters, turfed areas and created a larger garden for tenants to use in the future.

The event turned out to be a great team building exercise where Wates staff got to know TBC staff personally rather than just via email/phone.

Looking forward - 2018/2019

- The 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
- We will continue to carry out fire risk assessments, asbestos surveys and legionella risk assessments on our properties so as to ensure the ongoing and continued safety of tenants in their home.

Gas servicing

91% TENANT SATISFACTION WITH GAS SERVICING ARRANGEMENTS 2015/2016

90% TENANT SATISFACTION WITH GAS SERVICING ARRANGEMENTS 2016/2017

92% TENANT SATISFACTION WITH GAS SERVICING ARRANGEMENTS 2017/2018



New planters at Thomas Hardy Court

04 Home

Planned maintenance

In 2017/2018 we spent approximately **£2,336,000** on planned home improvements.

Improvement Programme	How many	Total spend
Kitchens	188	£944,000
Bathrooms	196	£801,000
Roofing (High Rise)	12	£164,000
Windows and Doors	147	£234,000
Disabled Facilities Adaptions (DFA)	109	£193,000

Did you know?

We carried out 68 checks at Eringden House to ensure the fire suppression systems were working. We also carried out 130 checks at the high rise blocks so as to ensure the equipment was all working correctly.

All of the Disabled Facilities Adaptations (DFA's) 109 in total have been issued and there was no waiting list at the end of the financial year.

05 Tenancy

In this section we talk about how efficiently we let our homes, how we can help you maintain your tenancy and how satisfied you are with our overall service.

Number of active housing applicants on the housing waiting list, by band, as at 31 March 2017 was 1440

Band 1+	15	
Band 1	132	
Band 2	304	
Band 3	199	
Band 4	790	



Did you know?

- Developed a Temporary Accommodation Policy – a pilot, using up to 5 council properties as temporary accommodation for homeless persons/an alternative to bed and breakfast, with basic furniture provided
- Customers are given an optional welfare benefit check at the start of their tenancy which also includes referrals to support agencies
- 17.75 days on average to let properties
- 263 of council properties became available for re letting; approximately 22 per month, 52 of these were refused
- 96% of customers satisfied with the Finding a Home service
- 147 nominations to housing association properties for re-housing people from the housing waiting list
- Continued the acquisition programme by purchasing another 3 properties taking the total from 17 to 20
- 51 mutual exchanges were processed within 42 days and approved, saving the council on average £2,733 per property
- Housing Solutions offer interviews to all applicants to ensure that customers are aware of all housing choices available to them
- Early intervention prevented 103 homelessness cases
- Disabled families are given the opportunity to move to more suitable accommodation so that they can access their home and remain living independently, we call this a direct match. During 2017/2018 we offered 2 direct matches
- There was 1 family in temporary accommodation (bed and breakfast) for under 14 nights and a further 43 in private sector leasing
- Delivered the incentive to move programme, which is designed to release larger family accommodation

05 Tenancy

Sheltered housing provides enormous benefits for older people; independent, self-contained housing for older people, with Scheme Manager, lifeline community alarms to provide 24-hour support and door entry security.

Extensive health & safety checks carried out at the schemes protect the health and wellbeing of our older tenants living at the scheme i.e. fire checks, smoke alarm checks, pull cord checks.

- **100%** of monitoring sheets completed in relation to Legionella
- **100%** of scheme resident meetings held bi-monthly
- On average **98% (12,292)** calls of which 12853 were answered in 60 seconds or less
- **100% (147)** needs and risk assessments carried out at all sheltered schemes prior to moving in
- Annual **fire safety inspection** completed.

Did you know?

We successfully embedded the new sheltered housing 'tenancy management model' whereby if sheltered tenants need individual care and support they will be sign posted by their scheme manager to the most appropriate service.

We continued to develop the range of current activities to enable tenants to stay well and independent. The following activities were provided

- Cottage Healing centre treatment
- Hairdressers
- Chiropodists
- Opticians
- Dementia Friends
- Assistive technology market stall for useful gadgets
- Eat well programme
- Olive branch visits from the local fire service

In addition to the scheme manager's monthly safety checks, annual fire risk and health and safety inspections were also carried out.

Full refurbishment of Thomas Hardy took place including communal areas, painting carpets and new flooring.



Thomas Hardy refurbishment



Thomas Hardy refurbishment

Supported Housing

- **100% (12)** of lettings turned around within 10 days from tenancy end date
- **100%** of applicants involved in a needs and risk assessment prior to moving in
- **100%** of support plans agreed within 4 weeks
- **100%** of successful move-ons

▶ Looking forward - 2018/2019

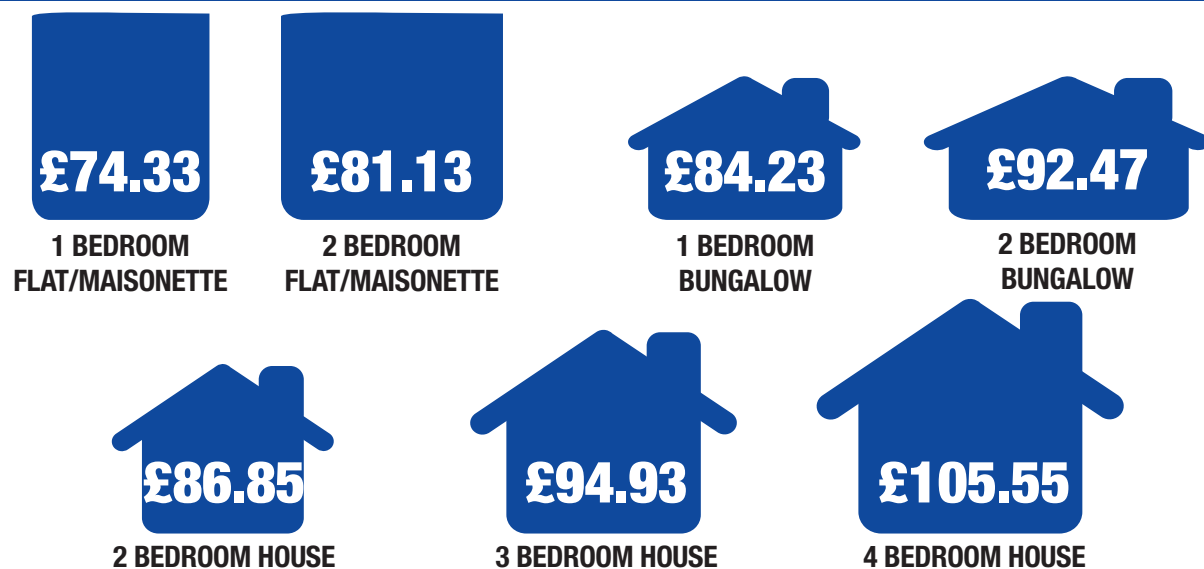
- We will be re-tendering for Sheltered Housing Lifeline Service
- Working with the NHS and associated partners to continue to work and deliver wellbeing sessions
- Continue to deliver the acquisitions' programme purchasing approximately 10 properties off the open market
- Continue with nominations to housing associations providing good quality homes in the borough
- Continue to promote the incentive to move scheme to help people move to the right size property
- Directly match disabled adapted properties making best use of adapted housing stock and making savings on the disabled facilities adaptations budget.

06 Rent

Following on from Landlord Services Income Team successfully attaining the Housing Quality Network's accreditation for income management, a 3 year service improvement plan was introduced. A second year assessment was carried out by an external assessor which was positive and highlighted excellent work over the year to prevent evictions and to increase rent collection.

Universal Credit was rolled out in November making Tamworth one of the first areas in Staffordshire to go live as 'full' service areas, which meant that certain people making new claims for any of the 6 identified key benefits would be moved onto Universal Credit.

Average rent (excluding service charges)



Did you know?

- Regular meetings with the DWP are held so as to ensure queries regarding Universal Credit are dealt with quickly and effectively
- We continue to promote the rent incentive scheme on the website, and continue with periodic updates in 'open house' e-newsletter and the quarterly rent statements
- The implementation of the tenant's portal went live with the intention to reduce the amount of quarterly statements posted out. Rent statements will only be sent out to tenants who do not have internet access
- We introduced Income Analytics which is a software tool that improves the efficiency of managing rent arrears by focusing on those accounts in most need of attention
- We have worked to identify tenants with multiple debts and then made referrals to the Tamworth Advice centre. This will enable tenants to increase their budgeting skills, reduce their debts and prevent them from going to unscrupulous lenders.



	2016/2017	2017/2018	
The rent collected as a % of annual debit	103%	100.10%	TOP QUARTILE
Rent loss due to empty properties	0.54%	0.52%	TOP QUARTILE

Attempted contact	Total	Successful	Unsuccessful
Telephone calls	18,557	16,236	2,321
Visits	3,472	1,170	2,302
Interviews	410	338	72
Total	22,439	17,744	4,695

The number of evictions carried out for **2017/18** was **18** compared to **10** in **2016/2017**.

Eviction is always the last resort.

Notices of seeking possession issued for rent arrears in **2017/2018** was **673** compared to **626** in **2016/17**.

Our quarterly rent incentive draw continues with a prize of £250 to encourage tenants to keep a clear rent account.

The rent campaigns continue to encourage customers to pay their rent via direct debit.

This preferred method of payment is used by **45%** of households.

32% (1059) households in 2015/2016 paying by direct debit

36% (1091) households in 2016/2017 paying by direct debit

45% (1219) households in 2017/2018 paying by direct debit

► Looking forward - 2018/2019

- During 2018/2019 we will continue with the service plan to sustain tenancies and reduce evictions
- Continue to promote direct debit as the favoured payment option as it is the least expensive method to the council
- Bi monthly meetings will continue with the DWP so as to ensure queries around Universal Credit can be dealt with quickly
- We will continue to promote the rent incentive scheme, so as to encourage customers to pay their rent via direct debit.

07 Neighbourhood & Community

In this section we talk about how we work with tenants and our partners to keep neighbourhoods and communal areas greener, cleaner and safer, preventing and tackling incidents of anti-social behaviour and supporting tenants who experience this where they live.

Regeneration

Tinkers Green and Kerria Centre

This is a multi-million pound project with the aim of providing affordable housing and regenerating both areas.

The demolition of the flats at Tinkers Green estate and the Kerria has now been successfully completed leaving the site ready to be built upon. The final design for both estates has been agreed and planning consent is in place.

We have entered into a formal contract with Engie (formerly KeepMoat) for the design and construction of the new homes. The project team have worked closely together to ensure that the right mix of homes, that are built on the two sites meet the demands of current and future residents.

Across the two estates there will be 140 homes, 96 at Tinkers Green and 44 at the Kerria Centre, a mixture of houses and flats. There will also be a retail unit within the Kerria Centre site development which is being actively marketed with the aim of having it up and running before the last home is completed. Engie have been working with Homes England and were successful in securing grant funding of £15,000 for the project.

There have been a number of drop-in sessions allowing residents to meet the developer and to discuss their thoughts on the regeneration projects. The general feedback from these sessions has been positive and where possible residents' ideas have been taken on board.

Looking forward - 2018/2019

- The £19million construction phase officially got underway on Monday 1st October, with a traditional sod-cutting ceremony at the Tinkers Green site attended by representatives from the partnership. It is anticipated that the first new homes will be ready for their new occupants in late spring of 2019. Work will start later at the Kerria site where it is anticipated that the first new homes will be ready early in 2020. The aim is to have all 140 homes completed and ready for their new occupants by the end of 2020. Significant parking provision (227 spaces across both sites)
- Residents and local schools living near both development sites are being kept informed throughout the various stages of construction and this will continue as the project progresses
- The final decision around the playpark provision and the final names for the new roads will not need to be formally agreed until the first properties are approaching completion and as such further community engagement maybe possible to finalise the proposals.



The demolition commences

248 (75%) of tenants in receipt of communal cleaning have rated their overall satisfaction as either fairly satisfied or very satisfied.

We currently have **18** tenant inspectors who work with the Tenant Regulatory & Involvement team to carry out communal cleaning audits across the borough and several more have asked to join us. Their input has proved invaluable. They make recommendations and comment on services which are reported back to the Estates Manager.



Tinkers Green demolition commences



Tinkers Green demolition commences



Tinkers Green ground is cleared



Tinkers Green ground is cleared

Throughout the year, the Council's Caretaking Team has dealt with:



6 CASES
NON-OFFENSIVE
19 CASES
OFFENSIVE
GRAFFITI REMOVAL



889
BULKY ITEM
JOBS

ALLEYWAY CLEARANCES **22**
IVY REMOVAL JOBS **17**
ADDITIONAL CLEANING **155**

137.5 tonnes of rubbish cleared from the estates

Looking forward - 2018/2019

- Continue to recruit tenant inspectors to audit the delivery of estate caretaking and cleaning services
- Continue to work alongside the tenant inspectors and tenants/residents alike and also to ensure standards and satisfaction (currently 87%) is maintained
- To assist the Tenant Regulatory & Involvement Manager in coordinating a full 10 month programme of estate inspections throughout the borough.



08 Anti-Social Behaviour (ASAB)

Did you know?

The team worked hard over the last 12 months achieving a number of successful outcomes, all of which help towards making your neighbourhood safe.

- Closure Order obtained by police with support of Landlord Services
- Obtained first injunction order excluding an individual from the whole of Tamworth until further order obtained from court
- Introduced a new corporate ASB policy
- Reviewed the ASB procedure for the team with toolkits for early intervention and enforcement
- Held 3 ASB Service Improvement groups and also acquired 3 new members
- Provided guest speakers at the Service Improvement Group to inform residents to better scrutinise the service
- Obtained second prosecution for garden nuisance
- Introduced and served 2 Fixed Penalty Notices for non-compliance with tenancy conditions
- No evictions - However we did obtain an outright possession order, although the tenant did decide to leave after the order was granted. Two additional suspended possession orders – one for drugs and one for anti - social behaviour impacting on the community were also obtained
- We continue to work with Tamworth Vulnerability Partnership to highlight customers in need and plan services around them
- Obtained an emergency injunction for threatening behaviour towards staff
- Provided training on tenancies and housing law for residents and staff
- Obtained first injunction for hoarding
- Applied to the court for Powers of Entry under the Environmental Protection Act and obtained a warrant to secure a house in the Gillway area which was being used as a 'drug den'.

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	2015/2016	2016/2017	2017/2018
Number of complaints received	309	247	264
Percentage of customers satisfied that they were kept informed throughout their ASB case	68%	75%	63%
Percentage of customers satisfied with the support given to them during their ASB case	65%	88%	65%
Percentage of customers satisfied with the outcome of their ASB complaint	58%	88%	52%
Successfully closed ASB cases	98%	99%	98%
Percentage of customers who have already made a complaint of ASB, who would be willing to report ASB in the future	82%	100%	83%



- **264** ASB cases
- **2** Civil Injunctions
- **2** Notices seeking possession/demotion
- **264** Incidents were recorded during the year compared to 247 incidents in 2016/2017

Nature of incident	2016/17	2017/18
Noise	95	82
Pets/animals	32	25
Harassment/threats	12	29
Garden nuisance	35	29
Other	72	99
TOTAL	247	264

Intervention

Intervention remains a key factor in how we deal with ASB cases. The team intervene as early as possible where evidence is provided. This often prevents enforcement action from being taken. In 2017/18 early intervention was carried out with 135 cases.

▶ Looking forward - 2018/2019

- We are looking to introduce a 12 month pilot project at Eringden House to employ a full time member of staff on site providing an enhanced housing management service. There will be an office based within the block in addition to CCTV
- Submit a renewal application for HouseMark accreditation for best practice in managing ASB
- To consider service level agreements for Mediation to run for 3 years as opposed to annually which provides better value for money.

For more information about ASB see web link <http://www.tamworth.gov.uk/asb-zone>

Did you know?

As well as picking up on the general condition of the council's stock, tenancy visits also help us to check that tenants are getting the help and support that they may need.

Tenancy Sustainment Officers aren't specialists but they receive training and regular updates on issues such as mental health, welfare reform domestic abuse etc. The team also work in partnership with other service providers such as adult social care and health services. Alongside this the Tenancy Sustainment Team and Supported Housing Team will provide support to people who may be struggling with their tenancy in order to help them keep their home and maintain their tenancy.

09 Value for money

In this section we explain how we make sure that our services provide value for money. We are committed to getting the most value for money out of the income we receive. Average rent for one of our general needs properties following the 1% reduction, is £85.29 over 48 week rent year. In 2017/2018 we collected 100.10% of rent that was due.

Tamworth Borough Council recognises the importance of demonstrating value for money, which doesn't only mean keeping costs to a minimum. Value for money is also achieved through the following:

- Comparing costs and performance with other similar housing providers. Assess value for money (VFM), by using an independent organisation called HouseMark. This organisation compares our services to other councils and registered social landlords. HouseMark also produces an annual report which identifies areas for improvement
- Monitoring 'tenant satisfaction that rent is providing value for money'. We check this by carrying out regular tenant satisfaction surveys
- Continue to remove old inefficient gas appliances and install new 'A' rated appliances, reducing heating and hot water energy costs for tenants across the borough
- Purchasing existing properties has enabled an efficient and effective use of capital receipts funding, one element of the Housing Revenue Account capital business programme to increase its stock
- Senior managers regularly review budgets and the highest areas of spending
- Tenants are involved in the choice and appointment of contractors, suppliers and consultants to help ensure we get the right balance between cost and quality
- Spent more than £2,143,000 on improvements to homes ensuring that our core business of providing affordable homes to those in need continues to expand
- Co-regulating our services. Our co-regulation model means that tenants continue to review our performance and scrutinise selected areas of service.

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Did you know?

78%
OVERALL TENANT SATISFACTION WITH LANDLORD SERVICES

96%
TENANTS SATISFACTION WITH ALLOCATIONS AND LETTING SERVICE

95%
OF CUSTOMERS SATISFIED WITH RESPONSIVE REPAIRS

87%
TENANT SATISFACTION WITH CLEANING COMMUNAL AREAS

100%
OF CUSTOMERS SATISFIED WITH ENVIRONMENTAL WORKS

All performance indicators are either in the top quartile or reflect an improving position.



The following indicators have been agreed with tenants.

	2015/16	2016/17	2017/18	Estimated top quartile*
Overall satisfaction with Landlord Services	78%	78%	78%	82%
Average time between lettings	14 DAYS	17.60 DAYS	17.75 DAYS	17.50 DAYS
Completed walkabouts/ Estate Inspections	10	10	10	NOT BENCHMARKED
Tenant satisfaction with communal cleaning	87%	87%	87%	NOT BENCHMARKED
Number of tenants on the database of involvement	561	617	557	NOT BENCHMARKED
% appointments made and kept	94.17%	95%	90.48%	98.06%
Gas servicing CP12	99.37%	99.99%	97.82%	100%
Urgent repairs completed on time	98.35%	97.58%	96.91%	98.04%
Tenant customer satisfaction with responsive repairs	97.67%	83%	95%	98.50%
Arrears as a % of rent due	1.82%	1.82%	2.15%	1.79%
Number of evictions	18	10	18 (0.42%)	0.18%

* Figures based on estimated top quartile range when benchmarked nationally

10 Value for money

Top performance indicators as voted for by tenants as at 31 March 2017

PERFORMANCE INDICATOR	TARGET	CURRENT VALUE	ARE WE ON TARGET	TREND
Percentage of all responsive repairs completed within target	94%	95.10%		↑
Percentage of appointments made and kept	93%	90.48%		↓
Percentage of repairs completed at first visit	85%	89.34%		↑
Percentage of properties with a valid Gas Safety Certificate	100%	98.62%		↑
Average re-let times (in days)	16 DAYS	17.75 DAYS		↓
Percentage of closed resolved anti-social behaviour cases	-	98%	-	↓
Number of closed unresolved anti-social behaviour cases	-	1	-	-
Current rent arrears as a percentage of annual debit	3%	2.15%	-	-
Number of complaints since 1st April 2017	-	216	-	-
Number of complaints upheld since 1st April 2017	-	30	-	-
Number of compliments since 1st April 2017	-	53	-	-



You said, we listened

Landlord Services values its customers' comments, views and ideas about how services may be changed or improved. Below are some of the ways customers have already had an influence on services or ideas they have suggested, which improve outcomes for all customers.

YOU SAID:	WE LISTENED:
Due to the number of complaints around damp and mould on the increase, the complaints review panel have recommended issuing hygrometers	Consideration by Tamworth Borough Council repairs and Wates will be given once a sample has been sourced
The ASB service improvement group requested the possibility of receiving basic housing law training	A short course was organised for the group to provide an overview of the law and legal tools that are available
After looking at low satisfaction levels, members of the ASB service improvement group felt that focus groups for some complainants was not the best way to discuss their dissatisfaction	Individual complainants dissatisfied with the service are now invited to attend an interview
When reporting ASB on line several queries had been raised about obtaining a copy of the report and an acknowledgement	The web updates team have confirmed that an acknowledgement is now available and a copy of the report saved which can be downloaded as and when necessary

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Feedback form

Your feedback is very important to us. We want to hear your views so that next year's Annual Report can give you more of what you want.

1. Did you find the content of this report useful? Yes No
2. Was this report clear and easy to read? Yes No
3. Would you read future annual reports? Yes No

If answered 'No' to questions 1,2 or 3 we would be interested to know why?

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4 Is there any other information you would like us to include in the future or do you have any additional comments to make about the Annual Report to Tenants 2017/18.

- Yes No

If yes what?

Please return this form to:

Tamworth Regulatory & Involvement Team, Tamworth Borough Council
Marmion House, Lichfield Street, Tamworth, Staffordshire B79 7BZ.

Or email: tenantparticipation@tamworth.gov.uk

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