Our Homes

A newsletter for Chesterfield Borough Council tenants and leaseholders

Housing annual report 2018/19

The annual report is a summary for tenants on the performance of their landlord. We monitor how we are doing in all our service areas to make sure we are efficient, effective and we meet your needs. This report is designed to show the key areas of our performance under the different standards set out by our regulator 'Homes England'. The report sets out what we have done and what we are going to do to make services better in the year ahead.

If you want to find out more about the different regulatory standards referred to in the annual report please visit: www.gov.uk/guidance/regulatory-standards

Since taking on the management of the council's housing service earlier this year, we have been impressed with the work and the commitment of staff to provide a high quality housing service to our tenants.

The annual report shows what we have achieved but also identified areas where we realise there is progress still to be made.

We are proud to see the results of the work being done such as the upgrades to the older person's schemes and excited to see the impact we can make in areas by investing in estate environments as well as housing.

Councillor Chris Ludlow -
cabinet member for housing

Liz Cook -
assistant director - housing

CHESTERFIELD
BOROUGH COUNCIL

Autumn **2019**

Tenant involvement and empowerment

This standard sets out how we should communicate with and involve tenants.

We have seen a 44 per cent increase on our Chesterfield Active Tenants (ChAT) database from 62 to 110 tenants. These tenants have committed to engage and play an active role in shaping what we do and the way we do it.

During 2018/19 we:

- Promoted the Keep Britain Tidy Great British Clean-up Campaign by organising five Community litter picks in Loundsley Green, Newbold Moor, Middlecroft, Holme Hall and Grangewood *(shown above)*. In total 107 people joined these events and 125 sacks of litter were collected.
- Worked with the Tenant Challenge Panel and produced a new set of Housing Service Standards **www.chesterfield.gov.uk/housing-service-standards**
- Worked with tenants and the Tenant Challenge Panel to review and implement a new anti-social behaviour policy.
- Consulted with residents at Grangewood and Pullman Close, Staveley as part of the estate environmental improvement works.
- Worked with tenants and Derbyshire Wildlife Trust to develop a wildflower meadow at Loundsley Green.
- Made premises available for the development of Holme Hall Hub as a facility for health and wellbeing initiatives by Holme Hall unite.
- Organised three community event days at Stand Road Park *(shown below)*, Healthy Living Centre and Ashcroft Court, Old Whittington and worked with partner agencies on the Newland Dale Golden Anniversary event, the Time 4 u Café at Poolsbrook, five Ways to Wellbeing at the children's centre at Birdholme and a Be Cancer Safe event at Holme Hall as part of health and wellbeing initiatives to improve the lives of residents.

In 2019/20 we will continue our engagement with tenants on issues such as developing estate survey inspections with tenant volunteers, reviewing the Chesterfield Borough Council housing web pages and planning future community events. If you want to work with us on these issues or any future issues then contact the Tenant Participation Team on 01246 345147.

Tenancy standard

This standard looks at how we allocate our properties and support our tenants.

number of properties managed

empty properties

number of properties let

1,636 households on housing register

67,670 calls to Careline

2,746 people who fell assisted by the Careline team

751 older people supported in their homes by Careline

459 people supported through tenancy sustainment services

61 days to re-let empty properties

The number of properties recorded as empty increased during 2018/19 due to a number of them being 'held back' for tenants from our sheltered housing schemes to move into temporarily while refurbishment work was carried out. In addition we carried out sensitive lets to some properties where we were aware of anti-social behaviour taking place. This has resulted in delays in allocating some properties increasing the number recorded as empty.

84 per cent of those using tenancy support maintained their tenancy.

65 per cent of tenants using tenancy support improved their rent accounts.

Home standard

This standard looks at how we maintain your homes

Carried out
32,940
responsive repairs - an average of 3.6 repairs per property

Average number of days to complete a responsive repair
7.15 days

8,865 properties required a gas service
100%
completed

Overall repair satisfaction
79.8%

Amount of spending to maintain Decent Homes Standard

£13.4m on property mantenance

£2.5m sheltered home conversions

£1.9m on new build homes and acquisitions

Decent Homes spend - £17.8m

Number of properties with replacement:

Heating systems	220
Roofs	330
Kitchens	353
Bathrooms	83
External wall insulation	23
Major adaptations	120

All our housing stock is of Decent Ho

Changes to repairs

The last year saw us bring in changes to repairs to council homes.

Now tenants are able to carry out some simple tasks such as changing a plug or resetting the electrics in their home for themselves rather than having to report it to the council and waiting for our repairs team to carry out the work.

We have also provided a series of simple 'how to' guides to help you carry out basic repairs. These include:

- Bleeding a radiatior
- Replacing a rubber plug
- Replacing a toilet seat
- Resetting your electrics
- Turning the cold mains off
- Unblocking a shower head
- Unblocking a sink, bath and wash basin
- Unblocking a toilet.

We continue to carry out larger repairs and all repairs for tenants who are elderly or who have other access needs.

To view these videos and to see which repairs tenants are expected to carry out themselves and which ones are carried out by the council, please see our website:
www.chesterfield.gov.uk/repairs

Neighbourhood and community standard

This standard sets out how we should work with other agencies to manage estates and tackle anti-social behaviour

Number of:

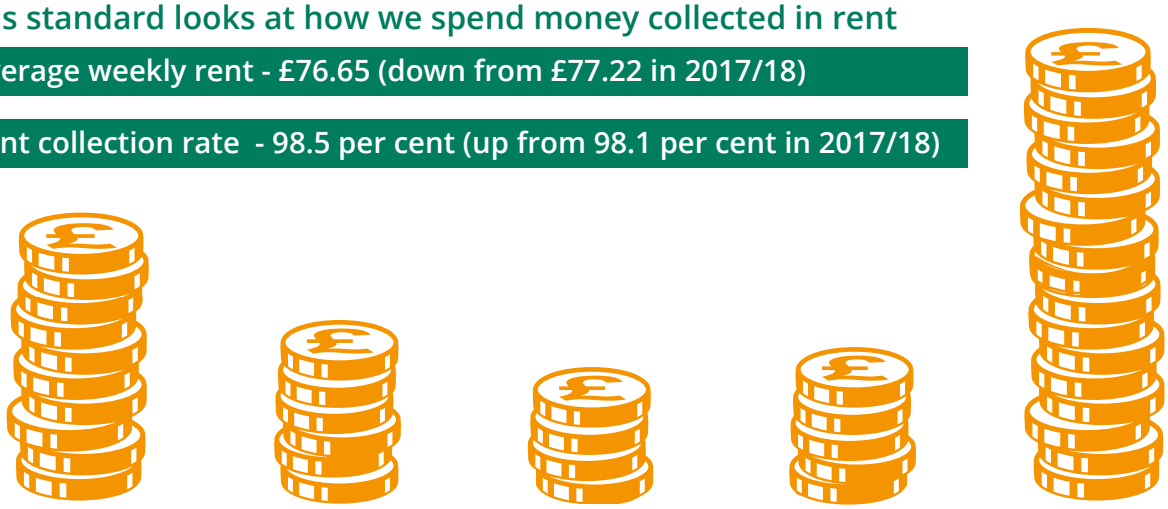
Closure orders -	1
Injunctions -	4
Notice to quit served -	17
Rent arrears evictions -	58
ASB evictions -	13
Rent and ASB evictions -	4

Value for money

This standard looks at how we spend money collected in rent

Average weekly rent - £76.65 (down from £77.22 in 2017/18)

Rent collection rate - 98.5 per cent (up from 98.1 per cent in 2017/18)



Rent	Garage rents	Service charges	Other	Total
£35.5m	£0.85m	£0.4m	£0.5m	£37.3m

How much we spent

Area of expenditure	Average cost per property	For every £1 in rent
Maintaining properties (total cost) of which:	**£2,888**	**85.2p**
Major works	£2,092	61.7p
Cyclical works	£208	6.1p
Day-to-day repairs	£396	11.7p
Void works	£192	5.7p
Housing management (total cost) of which:	**£502**	**14.8p**
Rent collection	£85	2.5p
Letting homes	£39	1.2p
Tenant participation	£13	0.4p
Tackling anti-social behaviour	£36	1.1p
Tenancy management	£41	1.2p
Maintaining estates	£127	3.7p
Supported housing for elderly tenants	£97	2.8p
Other costs (IT, offices, HR, finance)	£64	1.9p
Total cost per property	**£3,390**	**£1**

Priorities for 2019/20

Invest £11.1 million in maintaining homes to the Decent Homes standard

Spend £4.6 million on building new council homes including ten new homes at the former Heaton Court site and 21 at the former Brockwell Court site

Sheltered schemes – complete the refurbishments of Catherine Court and Markham Court. Start refurbishment of Mallard Court

Environmental improvements – complete phase one at Barrow Hill and start phase two of the project

Environmental improvements – begin works at Grangewood

New allocations policy and IT system

The council has joined the Home Options Partnership and are currently in the process of implementing a new allocations policy and IT system to deliver the choice based lettings service.

We carried out a review of the way we allocate our properties and manage our waiting list - from this we identified the need for a an improved IT system to advertise our properties and provide clearer information on each one. The council joined the Derbyshire Home Options Partnership that has been in operation across five other local authorities in Derbyshire and one in Staffordshire.

At the same time we carried out a consultation with tenants and residents on the housing register about a new allocations policy. The new allocations policy and IT system are expected to make the customer journey simpler to use.