

NUNEATON AND BEDWORTH BOROUGH COUNCIL

**HOUSING 2022-
ANNUAL REPORT 2023**

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Garden Competition Winner: Ms MacIntyre for the Communal Garden



WELCOME

TO YOUR 2022/23 HOUSING ANNUAL REPORT

I hope you find this year's Annual Report useful and informative. Our aim is to provide you with the details you would like to see about our performance as your Landlord.

We have all faced many challenges during 2022/23, coming out of the Covid-19 pandemic and other global events has meant that much has changed.

We have seen many people dealing with the increased cost of living, including for food, gas and electricity. As your Landlord, we too have been coping with the increased costs for materials to repair and renovate your homes. We have also faced pressures of increased demand from people who are homeless, and difficulties recruiting and retaining staff in key areas.

Despite this, we have remained committed to investing in your homes, to make sure that they are safe, warm and in good condition. We have also been reviewing our services to make sure that they deliver what you need.

There is much still for us to do, and over the coming year, we will be working hard to find more ways that you can tell us what your priorities are, what we do well, and what we can do better.

The members of the Housing Team and I are looking forward to working with you in 2024.

Dawn Dawson,
Strategic Director for Housing and
Community Safety



I am very proud of the work done by this Borough Council and its housing department during the past year.

We are working in a period of significant growth for our Borough, with more and more new homes being built in the private sector, and more and more people coming here to call Nuneaton and Bedworth their home.

We are working in the same way to maintain and improve homes we provide across the Borough, and I have been impressed by the scale of the Council's operation.

Throughout 2022/23 we have been focused on relieving the pressures caused by homelessness, improving sites and homes we own, and working with partners to make Nuneaton a safe and pleasant place to live, for everyone.

This has included taking action where needed to ensure that no-one has to put up with anti-social behaviour in our communities. It is not OK to break the law or to breach your tenancy agreement with the Borough Council.

In this annual report you can read how we have worked hard to help make our Borough and the thousands of homes we provide for local people a great place to live.

Councillor Clare Golby,
Deputy Leader and Portfolio holder for
Housing and Communities

TENANT AND LEASEHOLDER ENGAGEMENT



RIGHT TO BUY STATISTICS FOR PERIOD 1 APRIL 2022 TO 31 MARCH 2023

Number of applications received

55

Number of sales completed

11

BUYING YOUR HOME

The Right to Buy scheme allows tenants of council owned flats and houses to buy their homes at a discount to the full market value. The discount is based on the number of years spent as a public sector tenant.

TOTAL NUMBER OF HOMES THAT THE COUNCIL OWNS

5626

THESE HOMES ARE MADE UP OF THE FOLLOWING:

General needs properties	4443
Independent Living properties	1170
Temporary accommodation	13
Houses	2725
Flats	1757
Bungalows	554
Flatlets	336
Maisonettes	254

TENANT AND LEASEHOLDER ENGAGEMENT

We've been working really hard during the year to increase our engagement activities with you and improve the information available to you.

It's really important to us that we understand what you need from us as a Landlord. We want tenants to be involved in designing the services that we deliver and how they can be improved. In January 2023 we welcomed Emma to the post of Tenant Engagement Officer.

With the focus on increasing community presence and improving two way communication with tenants, Emma and the team have implemented several projects since the start of 2023 that have helped do this:



One of the projects saw the launch of the Housing Facebook group. This group is for tenants only and is a space for you to keep updated with all housing service activities as well as giving your views and suggestions about our services and ask any housing-related questions.

The group has more than 460 members and has been involved in several discussions, including recruiting for focus groups, best ways to inform residents about damp and mould, promoting home contents insurance and sharing information from partner agencies such as **Warwickshire Police, Fire and Rescue and Citizens Advice.**

During 2023, we were proud to re-launch the tenants' newsletter, In-House. It is full of useful information such as advice on staying safe and healthy, the work of local community groups and updates on our services.



Towards the last few months of the financial year, we began estate walkabouts and litter picks. We completed one of each which were carried out within the Weddington Ward of Nuneaton.

OUR PERFORMANCE

70%
said we were good at
keeping you informed

65%
felt we listened to and
took account of your views

Star Survey 2022

Follow us @nbbcouncil
or Scan the QR Code:



TENANCY SERVICES



97.4%

Satisfaction
Rate

466

No of New
Cases

479

No of Closed
Cases

60

Legal
Intervention
Taken

78

Early
Interventions
Taken

COMBATING HOUSING FRAUD

Tenancy fraud can have a big impact on the Council's finances and reduces the number of properties we have to let to those most in need of a Council home.

In 2022/23, we investigated suspected fraud at total of 80 different Council addresses. These properties were identified following information received from a number of sources, including, Fraud Hotline, the Benefits Team and Department for Work and Pensions (DWP).

Of the 80 addresses we investigated, we recovered 21 properties. This is a fantastic result and means that we have more properties available for those most in need.

**NBBC has
zero
tolerance to
fraud**

DEALING WITH ANTI-SOCIAL BEHAVIOUR

We know that tackling anti-social behaviour is really important to you. We have set up a dedicated Anti-Social Behaviour Team, whose focus is to deal with perpetrators.

In 2022/23 we dealt with almost 500 complaints of anti-social behaviour and used our legal powers to deal with them.

Legal interventions include:

- Notices served
- Possession orders
- Injunctions
- Partial closure/closure orders
- Community protection notices

Early interventions include:

- Written warnings
- Acceptable behaviour contracts
- Good neighbour agreements
- Community protection warnings

ASB CATEGORIES

TENANCY SUPPORT

Tenancy Support is a dedicated service focused on helping our tenants to better manage and sustain their tenancy. The service helps with any issues tenants have that may put their tenancy at risk.

During 2022/23, the Council's Tenancy Support Officer received more than 90 requests for help.

Some key figures regarding the types of issues our tenants needed help with include:

Health and social care	47
Mental health	45
Welfare reform / finance	34
Property conditions	64

Sometimes tenants have several linked issues where support is required to help maintain and manage their tenancy. The case study below provides more information.

CASE STUDY - TENANT A

"This was my first tenancy; I used to live with my parents, but it was getting difficult for me to stay there. I was in temporary housing before I got offered my flat. I was very excited but anxious at the same time. I didn't have anything and my benefits were changing, and I couldn't work because of my health.

"The Tenancy Support Officer helped me a lot. First, we made list of all the things that I needed to do. He helped me notify Universal Credit of my changes so that my rent money was sorted. We organised all the bills with the gas and electric companies, this was all new to me and I would get really anxious about talking to people over the phone.

"The Tenancy Support Officer helped me make the calls and get things in place. At first, I felt really low, because it was all new to me, but the Tenancy Support Officer helped me get in touch with the right people and I'm in a much better place now."

7 TENANCY EXTENSIONS

8 INJUNCTIONS

10 POSSESSION ORDERS

11 NOTICE TO QUIT

18 NOTICES OF POSSESSION

ENFORCEMENT ACTION

185 NOISE

120 DRUGS

66 HARASSMENT

62 UNTIDY GARDENS

44 VIOLENCE

OUR PERFORMANCE

65%

said they were willing to report anti-social behaviour

44%

satisfied with the advice provided by staff

83%

satisfied with the overall quality of the repair

NEIGHBOURHOOD SERVICES



Our team of Tenancy Management Officers are here to manage tenancies and support tenants and leaseholders.

Amongst other things, they carry out viewings, sign-ups for new tenants and inspections of properties and the neighbourhood in general.

OUR PERFORMANCE

78%

satisfied with the neighbourhood as a place to live

83%

said our staff are friendly and approachable

72%

said you trusted us as a Landlord

Star Survey 2022

In 2022/23 the team:

- Let 363 homes
- Supported 56 tenants to exchange their homes
- Carried out 78 property inspections for property conditions and general welfare
- Dealt with 58 grounds maintenance enquires
- Dealt with 47 abandoned properties
- Managed 101 changes of tenancies
- Managed 90 tenancy successions
- Dealt with 28 applications for the Garden Assistance scheme

INVESTING IN HOMES

We work hard to ensure our tenants' homes are well maintained and safe.

Each year, our teams carry out major improvements, repairs and maintenance to make sure they meet the latest national standards for good quality housing.

Number of properties improved during 2022/23

Central heating system renewals

249

Roof renewals

91

External wall insulation

203

Kitchen renewals

123

Bathroom suite renewals

126

Level Access Showers (non DFG*)

27

Window renewals

163

* Disabled Facilities Grant

Since 2013 the authority has built 79 affordable housing dwellings which are a mix of one, two and three-bedroom properties. Of those properties, 28 were built using modern methods of construction using a steel frame.

In addition to building new homes, since 2013, the Council has purchased another 43 homes from the open market to increase the number of properties available for rent to local people.

SAFE HOMES

The safety of your homes is a crucial priority for us. We have undertaken fire risk assessments for our flats and Independent Living schemes and undertaken fire safety works to make sure, in the event of a fire, it does not spread to neighbouring properties.

In 2022/23 we established a dedicated Health and Safety Team, with a dedicated fire safety phone line and email address, so you can get in touch easily with any issues relating to fire safety.

Fire Safety Phone Line: 024 7637 6555

Email: FireSafety@nuneatonandbedworth.gov.uk

During 2022/23 we completed the following:

- Upgraded 35 fire alarm systems within our flats and Independent Living schemes
- Accessed 89% of our properties to check for smoke and carbon monoxide alarms
- Completed 5,710 annual gas service checks
- Carried out 147 Fire Risk Assessments

INDEPENDENT LIVING SERVICE

The Independent Living Service has 1,000 homes specifically designed for people aged 55 and over.

Across the Borough of Nuneaton and Bedworth we have

25 Independent Living schemes and **450** bungalows.



Our team of 26 staff consists of Independent Living Officers, Wellbeing Officers, Emergency Wellbeing Officers, Communal Independent Living Officers, and Mobile Independent Living Officers.

The team help and support everyone in Independent Living accommodation. They manage the scheme facilities, ensuring that all Health and Safety requirements are met.

During 2022/23 our Independent Living Officers also completed:

106

Sign-ups

115

Reported repairs for the decommissioned and reclassified schemes

496

Completed daily contacts with residents

2,480

Contacts made overall per week

124,496

Number of contacts

2,077

Reported repairs

The Independent Living Service also provides a Lifeline call system to help tenants in an emergency, especially at night or over the weekend.

In 2022/23 the Lifeline service undertook the following:

- 332 calls for an ambulance
- 16 calls to GP's
- 292 calls to Warwickshire Fire and Rescue
- Offered reassurance to 2,124 residents
- Responded to 76 residents after a fall
- Made seven calls to liaise with the Police following resident concerns
- Received 1,238 calls from Tunstall requesting support

During 2022/23 the Independent Living Team completed a total of 41,586 checks across the 25 Independent Living schemes and a further 9,282 checks for the decommissioned and reclassified schemes.

During 2022/23 the Independent Living Team also carried out over 50,000 Health and Safety checks for things like:

- Inspections of fire doors
- Checking fire alarms
- Testing emergency pull cords
- Checking emergency lighting



OUR PERFORMANCE

71%

satisfied with the overall service provided by the Independent Living Team

83%

satisfied with the safety and security of the home

79%

satisfied with the Lifeline call system

Star Survey 2022

REPAIRING YOUR HOME



RESPONSIVE REPAIRS

Making sure your homes are safe and in good repair is a priority for us and we know that you feel the same, as this is the message you give us as part of our regular survey questions to you.

We are working hard to improve our services to you, and in 2024, we will be asking more questions of you about how we can be better.

The types of repairs range from non-emergency repairs such as fixing gates, mending broken taps, replacing internal doors to emergency repairs including unblocking toilets and sinks, repairing roof leaks and resolving problems with central heating.

**Emergency repairs carried out on time
(From a total of 3,746 which equates to 67%)**

2,526

**Average time for all repairs
to be completed**

17 days

Number of emergency repairs completed

3,746

Number of non-emergency repairs completed

9,994

**Total number of repairs carried out
(including fencing)**

13,740

OUR PERFORMANCE

73%

satisfied with repairs and maintenance overall

91%

satisfied with the attitude of workers

83%

satisfied with the overall quality of the repair

Star Survey 2022

We also deliver Planned Maintenance programmes. These programmes make sure properties are well maintained, safe and welcoming.

As part of the Planned Maintenance programme, in 2022/23, we painted all the internal communal areas to the flats at:

- New Street
- School Lane
- Kingsway House
- Balmoral Court
- Black-A-Tree Road
- Congreve Walk
- Church Way



We make sure our Independent Living schemes are well maintained, and the following schemes also had all their communal areas painted:

- Priory Court
- Shepperton Court
- Leonard Perkins House



COMPLAINT HANDLING



The feedback we receive from our tenants and leaseholders helps us to understand where we need to put things right to continue to improve our services.

In 2022/23, we received a total of 303 complaints, 46 of which were escalated to a second stage, as the person complaining felt that we had not properly resolved their issue. We also saw an increased number of tenants asking the Housing Ombudsman Service to investigate their complaint. Of the five complaints raised with the Ombudsman, there were two cases where the Ombudsman agreed that we had not acted properly.

248 complaints were answered within 10 days. This means that we are responding to 82% of complaints within the required timeframe.

COMPLIMENTS

Your feedback also helps us to understand what we did well, and therefore where we can continue to build upon good practises. In 2022/23, we received 60 compliments from tenants and leaseholders.

Number of compliments received	60
For property services / repairs	41
For general housing	19

Total number of complaints for our housing section **303**

Number of complaints that went to stage two **46**

HOUSING OMBUDSMAN REFERRALS

Complaints referred to Housing Ombudsman **5**

Complaints in favour of the tenant **2**

Complaints not in favour of the tenants **3**

NUMBER OF COMPLAINTS RECEIVED

For property services/ repairs **157**

For general housing services **146**

HOW YOUR RENT IS SPENT

£27,070,091
Income

→ This is all the income received to the Housing Revenue Account, including rent for properties, garages and shops.

£8,250,863
Management costs

→ These costs include managing tenancies, dealing with anti-social behaviour, repairs management and the costs of agreeing specific housing policies.

£415,544
Grounds maintenance

→ The costs of maintaining the open spaces on housing sites.

£6,058,797
Reactive repairs

→ The costs of undertaking repairs to homes – so this would include things like void works and any external contractors.

£16,456,646
Capital expenditure

→ The costs of major improvements to homes, such as new kitchens and bathrooms and the cost of building and buying new homes.

£10,631,460
Interest/Debt charges

→ The interest charges payable for the debt held by Housing Services.

£441,589
All other expenditure

→ Debt management costs

OUR PERFORMANCE

82% satisfied with rent value for money

65% satisfied with service charge value for money

Star Survey 2022

LOOKING TO THE FUTURE

A word from

**Nicola Botterill, Assistant Director
Social Housing and Community Safety**

Nicola has overall responsibility for the following services: Landlord Services, Repairs, Capital Projects, Independent Living and Communities.



Our top priority for next year is to continue to improve our services, continue to repair and improve your homes, and to build and purchase new homes to increase the quantity we have for local people to rent.

We are committed to learning from the feedback that you give us. In 2023/24, we will be reviewing how we respond to complaints and how we can improve the way we deliver services, based on those complaints.

We will work with our tenants and leaseholders to understand how we can improve our approach to tackling anti-social behaviour and improving your satisfaction with the service.

Our approach to the repairs service will be reviewed, so we can find ways to be more responsive and proactive in dealing with issues before they cause you a problem.

We will continue to invest in your homes, to make sure that they meet the Decent Homes Standard, in that they are weatherproof, safe and have reasonably modern facilities.

Engagement with tenants and leaseholders will remain a priority. We strive to find ways that enable more of you to become involved in the type of services you receive and how they are carried out.

MEET THE TEAM



Lynn Joy
**Capital Investments
Service Manager**

Lynn deals with the major improvement programmes for your homes, including things like new kitchens and bathrooms. Lynn also leads the team responsible for building new homes.



Sarah Edwards
**Landlord Services
Manager**

Sarah is responsible for overseeing the day-to-day operational activities of housing management, anti-social behaviour, estate management, tenancy support, resident engagement and the Council's housing management systems.



Vicki Hibbs
**Tenancy Services
Manager (Support)**

Vicki manages the Independent Living Team. The team is responsible for the health and safety of the Independent Living schemes and providing support to the residents.



Jason White
**Responsive Repairs
Manager**

Jason manages the repairs service to our tenanted properties, including the emergency out of hours response. Jason is also responsible for leading void property repairs to ensure our housing stock is available for new tenants.