

HOUSING ANNUAL REPORT 2023-2024



CONTENTS

3	WELCOME	15-17	INDEPENDENT LIVING SERVICE
4-8	TENANT ENGAGEMENT, MANAGEMENT AND SUPPORT	18-19	REPAIRING YOUR HOME
9-11	ANTI-SOCIAL BEHAVIOUR	20	COMPLAINT HANDLING
12	TENANCY FRAUD	21-22	CUSTOMER ACCOUNTS TEAM
13-14	INVESTING IN HOMES	23	HOW YOUR RENT IS SPENT
		24	LOOKING TO THE FUTURE

Individual garden competition winner August 2023



WELCOME



**A message from
Dawn Dawson,
Director for Housing
and Community Safety**

I hope you find our Annual Report 2023-2024 useful and informative. The purpose of our Annual Report is to provide you with information you need and would like to see about our performance as your Landlord.

It has been a busy year across our housing services. As always, the safety and wellbeing of our tenants and leaseholders is at the heart of everything we do, and we continue to be committed to providing safe, good quality homes.

Since our last Annual Report shared with you in March 2024, detailing our performance for 2022-2023, we have been busy monitoring our compliance in line with the Consumer Standards and this year has seen a big focus on building safety, fire safety and other health and safety measures, in line with national regulations. This will continue to be a priority for us in the coming years.

A key part of this ensuring that all of our blocks of flats have up to date Fire Risk Assessments and that remedial actions are carried out efficiently. We are also doing a lot of work around electrical safety, water safety and asbestos safety and managing damp and mould in our homes.

We also started to carry out a full stock condition survey that will provide us with up-to-date information about the condition of all of our homes.

We asked you to give us your feedback through the Tenant Satisfaction Measures which were introduced in the summer of 2023.

You can see the overall percentage of your feedback within this Annual Report. Going into 2025, we are using the feedback provided to improve the housing services we provide.

To develop and shape the services we provide, we need to understand what your needs are so we can deliver an efficient, professional, and cost-effective housing service. To do this, we need you.

Over the coming year, we will be inviting you to be more involved with us, so you can engage and co-create policies, improve the area in which you live in and much more.

Whilst we will strive to work with you to enhance our housing service, we have been continued to being committed to letting homes that are of a safe and decent standard, ensure your homes are in a good standard of repair, tackle anti-social behaviour, ensure those in rent arrears are supporting to repay them and better deal with your complaints if things go wrong.

The future of social housing and community safety is focused on putting you at the heart of everything we do. As your Landlord, we believe in this focus and the Housing Team and I are looking forward to working more closely with you to improve the services we provide to you.



**A message from
Councillor Chris Watkins,
Leader of the Council
and Portfolio Holder
for Housing**

I became the leader of the Council in May 2024, and I am also the Portfolio Holder for Housing and the member responsible for complaints.

I am extremely proud of the work carried out by the Housing & Community Safety teams during the past year. In this annual report, you can read about what the team have been doing during 2023-2024, how we have spent your rent, and what our goals and aims are for 2024-2025.

It is a privilege to have been able to continue to build new properties in our Borough. I speak to tenants on a regular basis and this always comes up as a priority for you. This year we have continued to assess schemes which have been historically difficult to let and/or no longer meet decency standards and as a result, we have redeveloped sites such as Byford Court which has provided much needed accommodation to people who are waiting to be rehoused. We will also continue to look at new sites for redevelopment in the coming years and we will continue to build much needed council homes.

Together we are working on improvements to meet and exceed the Housing Ombudsman's best practice guidelines and new housing regulations. The decisions we are taking today are shaping the service of the future. Our housing team will strive to get better and quicker at carrying out repairs to your home, whilst we continue to ensure your homes are in a decent and safe condition.

You can also read the results of our Tenants Satisfaction Survey, (TSM's) which we now have to do on an annual basis. I think the results are pretty good, although there is always room for improvement and I look forward to seeing that in next year's report.

My teams and I are always on hand to listen to any suggestions you have to improve services and we look forward to working with you in the coming years to achieve this.

TENANT ENGAGEMENT

We have been working hard to increase our engagement activities and to be more visible within the borough, it is important that our tenants' voices are heard and involved in designing the services we deliver and how they can be improved.

Become an involved Tenant or Leaseholder

We are always looking for new tenants to join our involved tenants' groups. For more information or to become involved, contact:

- Email: tenant.engagement@nuneatonandbedworth.gov.uk
- Telephone 02476 376 243



HomeSwapper

The UK's leading mutual exchange service for social housing, free for Nuneaton and Bedworth tenants.



For more information scan the QR code or go to www.homeswapper.co.uk

What we did in 2023/2024

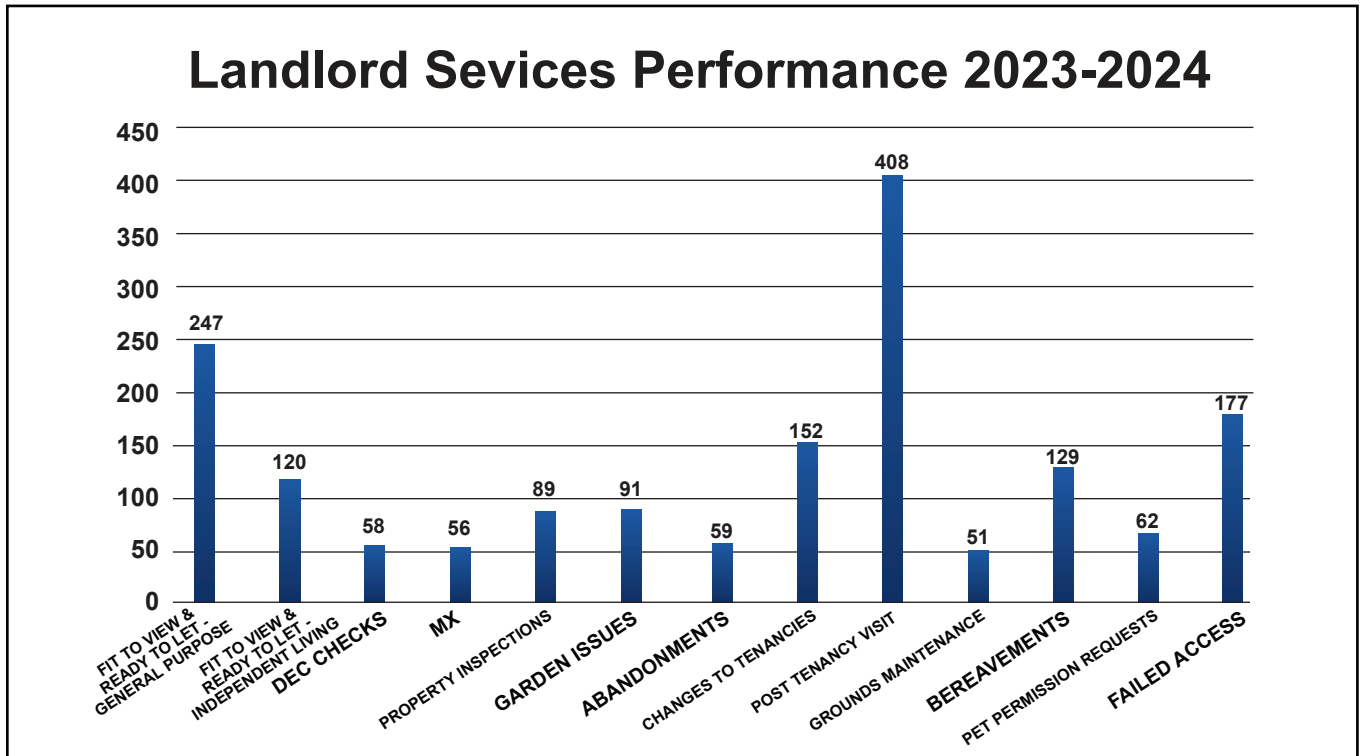
- Carried out a programme of Neighbourhood Walkabouts, which include the reporting of repairs, grounds maintenance and any other neighbourhood issues found.
- Arranged meetings with partner agencies so that tenants and leaseholders can discuss issues within their blocks of flats/streets, undertook litter picks throughout neighbourhoods, and worked with partner agencies.
- Introduced quarterly mobile home site meetings with leaseholders so that any issues within their sites can be discussed and actioned.
- Undertook a damp and mould tenant and leaseholder focus group, to improve the way in which we communicate about this issue, promoted the reporting of damp and mould and designed communications.
- Introduced our Housing Facebook page so that we can communicate with tenants and leaseholders and provide information on campaigns such as Damp & Mould, Insurance and Homeswapper mutual exchange service and other relevant information.
- Set up tenant and leaseholder competitions, such as Garden competitions and STAN the van design, to allow our tenants and leaseholders many ways to become involved in our services.
- Introduced warm hubs/coffee morning drop ins to provide a safe environment for tenants and leaseholders to discuss concerns and allow housing teams to offer support and advice and set up a Christmas campaign to visit vulnerable and isolated tenants during the festive period, to combat loneliness and improve health and wellbeing.
- Supported tenants in setting up a Neighbourhood Watch Group, to empower tenants and leaseholders in their own community.

TENANCY MANAGEMENT

Tenancy Services Performance (Tenancy Management matters for ILU and GP)

Below is a table of the most carried out services by the Tenancy Management Officers and Independent Living Officers*.

*where the figures can be split between the services, they have been.



What have we done in 2023/2024?

- Viewed and let properties to almost 380 new tenants.
- Carried out over 700 property inspections for the purposes of transfer applications, mutual exchanges, post tenancy visits, and to check on the welfare of our tenants in their properties.
- Supported teams across housing to gain access to almost 180 properties.
- Investigated almost 60 reports of abandoned properties.
- Investigated over 90 complaints of untidy gardens.
- Processed over 150 changes to tenancies.
- Supported almost 130 families where the tenant had passed away.
- Processed over 60 applications from tenants who would like to keep a pet in their property.
- Carried out inspections at our 63 blocks of flats on a bi-monthly basis.
- Attended 15 neighbourhood walkabouts.
- Supported in improving the condition of housing land and neighbourhoods by requesting over 50 areas have significant grounds maintenance works.
- Attended multiple tenant meetings to share useful information about what is going on in their neighbourhoods, and offer support to resolve any issues with tenants.

Tenant Satisfaction Measures (TSM) – 2023/2024

On 01 April 2023, The Regulator of Social Housing created a new way to assess how well social housing landlords in England are doing at providing good quality homes and services. This assessment involves asking you a set of question (the tenant satisfaction measures) that we must report on, and you can use these measures to understand how well we as your landlord are performing in key areas such as building safety, complaints handling and anti-social behaviour.

Here are our TSM results for 2023-2024:

	Code	Tenant Satisfaction Measure	% very & fairly satisfied
Overall Satisfaction	TP01	Overall Satisfaction	80.8%
Keeping properties in good repair	TP02	Satisfaction with repairs	85.4%
	TP03	Satisfaction with the time taken to complete most recent repair	83.9%
	TP04	Satisfaction that the home is well maintained	79.5%
Maintaining building safety	TP05	Satisfaction that the home is safe	81.3%
Respectful & helpful engagement	TP06	Satisfaction that the landlord listens to tenants views and acts upon them	69.9%
	TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	75.0%
	TP08	Agreement that the landlord treats tenants fairly and with respect	78.4%

Effective handling of complaints	TP09	Satisfaction with the landlords approach to handling complaints	43.1%
Responsible neighbourhood management	TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	69.9%
	TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	75.0%
	TP12	Satisfaction with the landlords approach to handing anti-social behaviour	61.6%



TENANCY SUPPORT

Our Tenancy Support Officer is here to accept referrals for our tenants who need support, advice, and guidance to help sustain their tenancies. This support can be for a range of needs including health, wellbeing, property maintenance, finances, and other housing related support.

It is important that we know who our vulnerable tenants are, if you have any changes in your personal circumstances or you need any additional support please do not hesitate to contact customer services on 02476376376 to put you in contact with the appropriate member of staff.

73

New Referrals for Support

130

Active cases providing ongoing support

The majority of cases related to:

20

Property conditions

24

Health

13

Emotional support

24

Welfare

10

Cost of living

A stronger working relationship with partner organisations from health and social care was set up, establishing better communication, and understanding of pathways.

CASE STUDY - FAMILY A

A fire had started from a hob, and I supported the family to move into temporary accommodation whilst repairs were carried out. Unfortunately, most of the families' belongings were fire damaged.

Understandably, the tenants found the fire and decant process challenging, and their young son was finding the transition to temporary accommodation difficult. I arranged to visit them at the temporary accommodation to discuss support needs. The family was still coming to terms with the fire and the prospect of having to start a fresh. I helped them with letters and updating benefit information. One of the tenants had difficulty communicating due to a medical condition, and thought they had contents insurance. I helped look through their paperwork and contacted insurance companies to see if they had a policy with them. And after several attempts, we managed to find the insurance company. I liaised with the company on the family's behalf, helped organise a fire damage clean to the property, removal, and disposal of fire damaged personal belongings, facilitated repairs and redecoration of the affected areas. I also helped them to value their lost items, to get replacements for their contents insurer.

After a period in temporary accommodation, with regular welfare visits carried out with the family, I supported them to move back into their home. The family found the support I provided to them invaluable and made a distressing situation that little bit easier to manage.

Success stories

- Supported tenants with utility debt by contacting their supplier and arranging a repayment plan so they could access heating and hot water.
- Facilitated the provision of food packages to those struggling to obtain food.
- Provided budgeting and financial guidance to help maximise income and better allocate expenditure.
- Work with external agencies such as Social Care, Mental Health teams and hospitals to support tenants to live independently in their homes and return safely to their homes following hospital admissions.
- Support and agree plans of how tenants can keep properties in a safe and clean condition.

ANTI-SOCIAL BEHAVIOUR

Dealing with anti-social behaviour

We know that dealing with Anti-social behaviour is important to you, we work to support all involved parties, taking the legal action required to minimise anti-social behaviour within our borough.

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

New ASB cases **438**

Closed ASB cases **353**

Intervention tools used **196**

Intervention Tools

A total of 196 intervention tools & powers were exhausted in 2023/2024, this includes legal and early intervention tools.

The ASB Officers used 49 legal enforcement tools and 147 non-legal/early intervention tools. The breakdown is as follows:

Legal Intervention



Early Intervention



What have NBBC done in 2023/2024? And 'You Said, We Did'

In addition to the management of ASB cases and taking enforcement action, the team has also been busy targeting areas where ASB was prolific and persistent.

- Introduce a dedicated and specialist team of Anti-Social Behaviour Officers.
- In June 2023, we unveiled the Knife Angel monument in Nuneaton Town Centre.
- Reported on our performance monthly and used the statistical data derived to ensure that resources are deployed effectively and publicised successful ASB case management outcomes.
- Neighbourhood Walkabouts, Community Events, targeted ASB Surveys and took part in ASB Awareness Week.
- Partnership working with Warwickshire Police and Warwickshire Fire Service to strengthen relationships, deliver joint drop-in surgeries, ad hoc walkabouts, and safe & well talks / checks.
- Installation of new CCTV within ASB hot spots across our neighbourhood.
- Upgraded 20 NOMAD cameras that have been deployed to ASB hot spots across the Borough.
- Implementation of "the Noise App". An electronic way of recording and reporting a noise nuisance.
- Sought Local Lettings Plans and Sensitive Lets to provide respite to the community from perpetrators of serious ASB.
- Issue of a Begging Public Space Protection Order (PSPO) effective from 21 March 2022, issue of an Alcohol Public Space Protection Order (PSPO) effective from 11 October 2022 and issue of a Psycho Active Substance Public Space Protection Order (PSPO) effective from 11 October 2022.
- Signed up to the Chartered Institute of Housing's Make A Stand Pledge for Domestic Abuse.



Noise Complaints

In 2023/2024, 28.08% of ASB cases opened were relating to noise nuisance. However, not all noise nuisance reported is considered ASB noise. For example, noise that is not deemed to be anti-social could be children playing lawfully and babies crying, occasional dog barking, household noise due to everyday living (e.g. footfall and general movement around the property, proportionate sound from a TV, music/radio noise, noise from electrical items such as washing machines or vacuum cleaners and DIY during reasonable hours), one-off parties, BBQs and celebrations and festivals for cultural reasons during usual celebration periods. Examples of noise nuisance that could be deemed anti-social could include persistent dog barking, persistently loud music during the day and the night and DIY during unsociable hours and noise from house and car alarms.

The Noise App

The Noise App is an electronic way of recording and reporting a noise nuisance. Currently, any resident living within a property owned and managed by the council can use the app to record a noise nuisance and submit the recording for review by an ASB officer.

Suffering from noise nuisance?

Download The Noise App

www.thenoiseapp.com



Step 1

Download the app from www.thenoiseapp.com or search online for 'The Noise App' at Google Play or the Apple App Store.



Step 2

Create your account and choose the Service Provider Nuneaton and Bedworth Borough Council to investigate your noise nuisance reports.



Step 3

To report a nuisance simply tap the icon, make a 30-second recording of the noise, complete a form and submit your report online.

Step 4

Await response from the Service Provider investigating your case reports.

Please use The Noise App responsibly

TENANCY FRAUD

Combating Housing Tenancy Fraud

Tenancy fraud can have a big impact on the Council particularly, the fact it reduces the number of Council properties available to let to the most in need of a council home.

In 2023/24, Nuneaton and Bedworth Borough Council investigated suspected tenancy fraud at

72

council properties

These properties were identified from a variety of different sources, which included concerned members of the public, the Fraud Hotline, internally from the Housing Team, and other NBBC departments.

Of the 72 cases of fraud at individual addresses

15

properties were recovered

This has had a direct positive impact on the number of council properties available to let to the most in need.

Tenancy Fraud can include:

- **Subletting** - Renting out all or part of a property without our knowledge or permission
- **Obtaining housing through deception** by providing false information on a housing application
- **Giving false or misleading information** during a tenancy
- **Holding more than one tenancy at once** without declaring
- **Not living in the property as your main home**



**NBBC has
ZERO
tolerance to
tenancy fraud**

INVESTING IN HOMES

Maintaining your home to a decent standard

Nuneaton and Bedworth Borough Council is committed to making sure your home is maintained to a decent standard by ensuring it is in a reasonable state of repair, is warm, and has modern facilities.

To support this in 2023/2024 NBBC provided

New kitchens	83
New bathrooms	56
New LAS bathrooms	29
New roofs	67
New windows	229
New GRP doors	50
New central heating system upgrades	238

Aids and Adaptions

Our aids and adaptations service is designed to enable disabled people with a mental or physical impairment to live more safely and independently within their own homes where possible.

This can involve providing aids such as chair raisers, bathing equipment or perching stools, or adaptations such as grab rails, level access showers or stair lifts.

During 2023/2024 we provided:

- Ramps to 23 properties to enable disabled occupants to move easily in and out of their homes.
- Adaptations to 91 homes to improve bathing facilities including level access showers, wet rooms and grab rails.
- Extensions to six homes to enable disabled occupants and their families a more accessible living environment.

Ensuring your home is energy efficient

During financial year 2023/24 £1,930,340 was invested as part of the Social Housing Decarbonisation Fund (SHDF) which targeted 382 homes for energy efficiency improvements.

To achieve this, we accessed Government funding introducing several measures including new windows, doors, external wall insulation and improved ventilation.



Keeping your home safe

We are committed to providing you with a home that is safe to live in and as a responsible Landlord, ensure we adhere to relevant legislation.

We carry out regular inspections in five key areas:

Passenger lifts inspected **100%**

Blocks of flats inspected for asbestos containing materials **100%**

Blocks of flats with up to date fire risk assessments **100%**

Blocks of flats with up to date water hygiene risk assessments **100%**

Homes received an annual gas inspection **97%**

Fire Safety

After fire risk assessments on our blocks of flats, we invested over £2million implementing measures to give protection in the event of a fire which includes:

Fire doors

We embarked on a programme of installing fire doors to flats needing them and in communal areas. They were installed through the BM TRADA Q Mark certification scheme.

During 2023/2024 we installed 381 fire doors at:

- Arthur Alford
- Catherine Ward House
- Eddie Miller Court
- Leonard Perkins Court
- Priory Court
- Reg Haddon Court
- The Grove
- The Chines

The programme will continue over the coming years, replacing fire doors in line with current legislation to maximise your safety and the safety of your family and neighbours.

Fire Alarms and Emergency Lighting

We installed and upgraded fire alarms to 264 flats and emergency lighting to communal areas across the following schemes:

- Aviemore Close
- Cadman Close
- Carisbrook Road
- Cheveral Road
- Coronation Court
- Dempster Court
- Dorlecote Court
- Lexington Court
- Lydgate Court
- Meadow Court
- Mount Pleasant
- Niton Road
- Tulliver Close

Our fire programme will continue with £2.4million being invested over the next financial year.

Building new homes

We are committed to building new homes to help to reduce the waiting list. Since 2019 we have built 32 new homes and have completed a development of 12 homes at Byford Court, Stockingford, Nuneaton.

They are of high standard, energy efficient and consist of two, three and four-bedroom properties. The allocations process is completed, and we welcomed tenants in the summer.

We are due to complete a development of 14 homes at Vale View, Stockingford, Nuneaton and starting work on eight homes at Cheveral Road, Bedworth and 15 homes at Armson Road, Exhall.

INDEPENDENT LIVING SERVICE

This annual report provides an overview of the initiatives and improvements undertaken by the Independent Living Service over the past year. Our commitment to addressing residents' needs and continuously improving our services is at the core of our mission.

This year, we have implemented several new procedures and initiatives to enhance communication, ensure resident satisfaction, and address the dynamic needs of our diverse client base.

The Independent Living Service consists of 25 Independent Living Schemes and 8 De-commissioned schemes.

The service is covered 24 hours a day, 7 days a week, 365 days a year. With core hours being Monday to Friday 8am until 5pm, hours out of these times is covered by an Emergency 'out of hours' monitoring service which can direct appropriate personnel / services to the situation.

Decommissioned

In May 2017, when the former Sheltered Housing service became the Independent Living service, several schemes were repurposed to general needs accommodation. This means when any property within the decommissioned scheme becomes vacant, they will be allocated to prospective tenants over 55 years old. The decommissioned sites are:

- Windsor Court
- Hall End
- Templar Court
- Bridge Street

Facility management

Total number of checks from April 23 to March 24

55,317

Welfare visits made from April 23 to March 24

1532

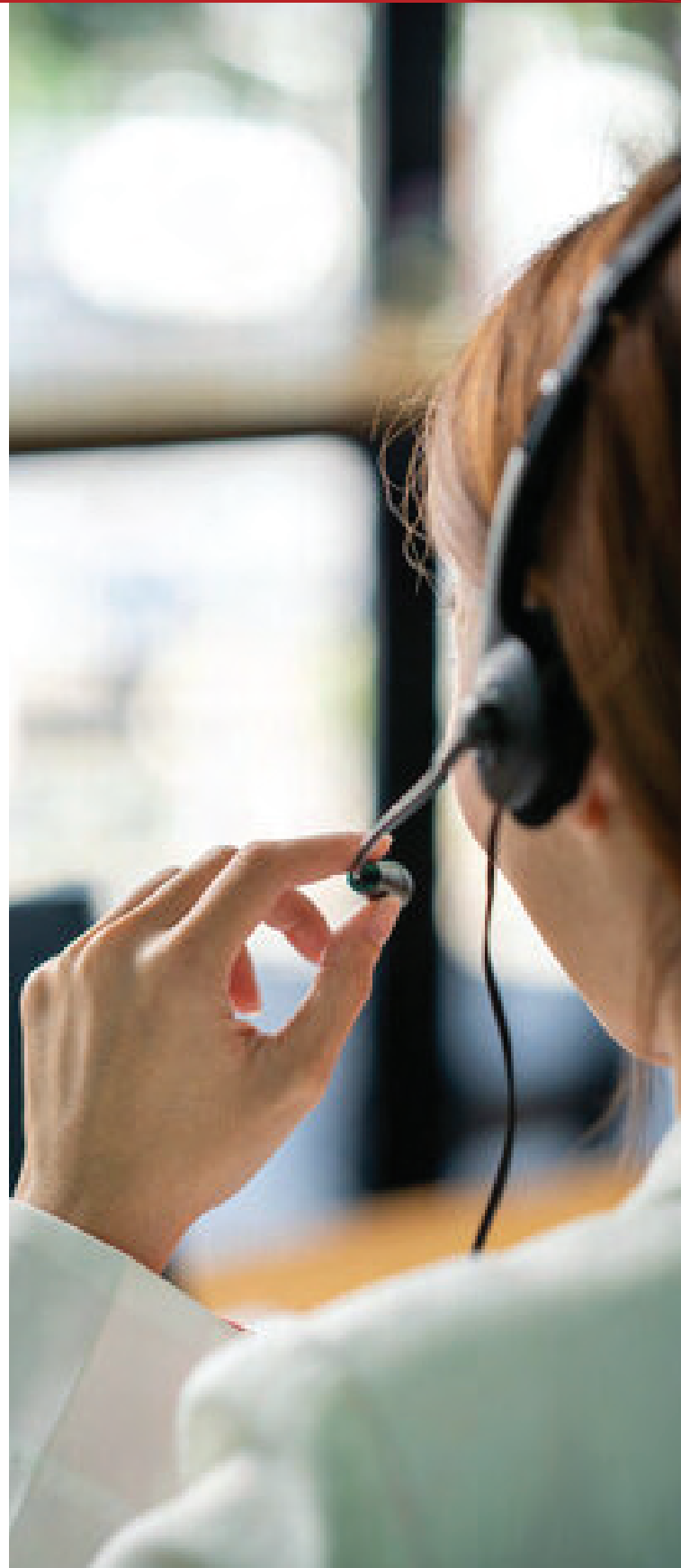


The Independent Living Service also provides a Lifeline call system (Tunstall) to help tenants in an emergency, especially at night or over the weekend.

In 2023/24 the Lifeline service undertook the following:

Tunstall Stats April 23 to March 24

308	Calls for an ambulance
28	Calls to a District Nurse
13	Calls to GP's
99	Responded to residents after a fall
280	Calls to the Fire Brigade
14	Calls to liase with the Police following tenant concerns
1932	Reassurance offered to tenants
1605	Tenant welfare calls
95.1%	Length of time it takes to answer emergency calls against target





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

- Frederick Warr House
- Craddock Court
- Sunnyside Court
- York Avenue

Repair figures for Independent Living from April 23 to March 24

1573

Keeping your home safe

If you have any concerns about the safety of your property please call us.

The past year has been a period of growth and adaptation for the Independent Living Service. By implementing new procedures, improving communication, and focusing on resident-centric services, we have made significant strides in meeting the diverse needs of our residents.

We remain committed to learning from feedback, continuously improving our services, and ensuring that our residents receive the best possible care and support.

We look forward to another year of serving our residents with dedication and compassion, adapting to their needs, and fostering a vibrant and supportive community.

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.

The types of repairs we complete range from fixing gates, broken taps and broken door handles to investigating roof leaks and resolving problems with central heating.

Our in-house repairs team provides the following services:

- Plumbing
- Joinery
- Glazing
- Plastering
- Roofing
- Bricklaying
- Fencing

We are working hard to improve our services to you.

Types of works carried out in 2023/2024

Emergency repairs carried out on time
(From a total of 2905, which equates to 62%)

1,815

Number of emergency repairs carried out

2,905

Number of non-emergency repairs carried out

7,407

Total number of repairs carried out

10,312

As part of this, we monitor our Facebook page and respond to email queries, providing a better online service and making getting in touch easier for all our residents.

Our performance

85.4% Satisfied with repairs

83.9% Satisfied with the time taken to complete most recent repair

79.5% Satisfied that the home is well maintained

Our painting teams carried out works to blocks within the borough during 2023/2024:

- Kingswood Road
- Vernons Court
- Blackatree Road
- Byford Court
- Windsor Court
- Carisbrook / Niton Road
- Neale Close
- Edward Road



Dealing with Damp and Mould

Tackling damp and mould is important to us.

We are currently undertaking inspections of our properties to eradicate any problems that could be related to this.

We have also appointed a Damp and Mould Tenancy Liaison Officer to support residents during the process and to help with queries.

The officer will also be attending residents' meetings at our Independent Living Schemes and will conduct follow-on visits for properties that had previously, or continue to, experience damp and mould.

Keeping in contact

1960

Total number of property inspections completed

18,000

Total number of phone calls taken in Repairs Hub

800

Reactive and proactive damp and mould inspections were conducted in 2023/2024

From these inspections we completed and installed

286

Mould treatments

110

Extractor fans

COMPLAINT HANDLING

In 2023/2024 the Council received and responded to

267

formal complaints

35

were escalated to Stage 2 of the Council's complaint handling process

How the Council handles your complaints

From 01 April 2024, all social housing landlords must comply with a new Complaints Handling Code issued by the Housing Ombudsman. The purpose of the Code is to ensure there is a positive complaints culture across the social housing sector, extending fairness to benefit all residents.

The new Code requires the Council, as your landlord, to adopt the universal definition of a complaint – understanding the difference between a service request and making a formal complaint about the level of service already provided.

“A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.”

“A service request is a request requiring action to provide or improve a service, fix a problem or reconsider a decision.”

Complaints responded to within the Housing Ombudsman's Handling Code timeframes

Stage 1

97%

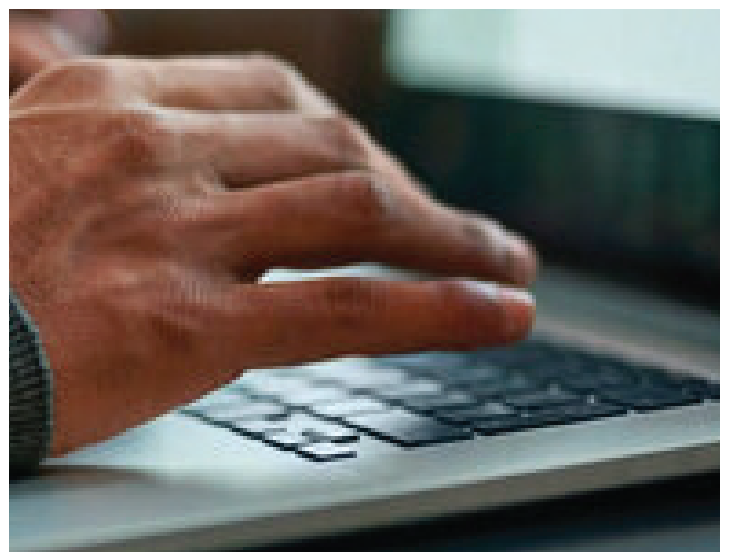
Stage 2

91%

Good complaint handling follows the Housing Ombudsman's Dispute Resolution Principles. We endeavour to:

- **Be fair – treat people fairly and follow fair processes**
- **Put things right**
- **Learn from complaints**

These principles offer high level good practice guidance that should be followed by everyone in the complaints process. To improve the standards of service we provide, it is important that we demonstrate a willingness to learn from the complaints raised and any service failures identified. Going forward, we will give feedback to complainants telling them what lessons we have learned and the actions taken to improve service delivery.



CUSTOMER ACCOUNTS TEAM

Our Customer Accounts Team (formerly the Enforcement team) handle all matters relating to rent arrears.

We provide support to tenants who are struggling with their finances, and work to ensure rent is paid in full and on time.

Our team will support any tenants that fall into arrears to repay any debt or consider taking legal action if arrears are not repaid.

Many tenants are supported by Universal Credit, and our team promptly get tenancies verified with UC to ensure their claims are correct and payment is not delayed.

If you need support in claiming Universal Credit, budgeting advice, or if you would like to speak with our team about your rent account, contact us at customer.accounts@nuneatonandbedworth.gov.uk or call 024 7637 6406 for assistance.

Our performance

91.80%

Cumulative rent collected September 2023 to March 2024

246

Notices of Seeking Possession served

31

Possession Order Hearings

7

Evictions

2

Evictions Suspended

1

Evictions stopped following arrears being repaid



Ways to Pay

You have various ways to pay your rent, so you can choose an option that suits you:

- **Direct Debit – call 024 7637 6323**
- **24 Hour automated phone line- 024 7637 6172**
- **Online at**
www.nuneatonandbedworth.gov.uk/council/payments
- **Standing Order – you can set this up with your bank**
- **Payzone - find your local Payzone at www.payzone.co.uk**
- **Post Office - find your local Post Office at www.postoffice.co.uk/branch-finder**

Looking forward we aim to:

- Reduce the amount of arrears, so that this money can be used to invest in our properties.
- Engage with and support as many tenants as possible about their rent accounts
- Take part in local Council engagement events to make us more accessible to you
- Provide budgeting support to you
- Carry out benefit checks to ensure you are maximising your income



HOW YOUR RENT IS SPENT

£29,003,865
Income

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

£9,803,208
Management costs

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

£375,733
Grounds maintenance

The costs of maintaining the open spaces on housing sites.

£5,865,425
Reactive repairs

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

£17,338,336
Capital expenditure

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

£11,388,008
Interest/Debt charges

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

£397,320
All other expenditure

Debt management costs

LOOKING TO THE FUTURE

We hope you've enjoyed reading this year's Annual Report. We're proud to say that whilst our performance is positive, we want to focus on improving the services you receive from us by:

- **Collect more rent payments so the arrears balance is reduced so we have more funding to spend improving your properties.**
- **Recruit more tenants and leaseholders to become involved and shape what services we provide and how, carry out more tenant led engagement activities including improving our community cohesion.**
- **Works towards achieving an Accredited Status with RESOLVE for Anti-Social Behaviour and TPAS for Tenant Engagement.**
- **Improve our levels of satisfaction especially around repairs, complaints handling and Anti-Social Behaviour and work with tenants to agree the standards of service tenants can expect from us.**
- **Draft, consult on and introduce more policies to make it clear how we will deal with Domestic Abuse, pet ownership, complaints, ASB, and more.**
- **Understand and know who our vulnerable tenants are to provide a clear and accessible housing service for all.**
- **Construct more new housing developments at locations in Nuneaton, Bedworth and Exhall**

We're looking forward to seeing more changes and improvements in our performance in the coming year, and we are excited to work with our tenants in an amplified way to achieve this.