

Our Homes

A newsletter for Chesterfield Borough Council tenants and leaseholders

Housing annual report 2018/19

The annual report is a summary for tenants to view 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 some of 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 where we have achieved but also some 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 and involve tenants.

We have seen a 44 per cent increase from 62 to 110 tenants who are recorded on our Chesterfield Active Tenants (ChAT) database. These tenant have actively 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 armchair consultees and the Tenant Challenge Panel to review and implement a new the council anti-social behaviour policy.
- Consulted with residents at Grangewood and Pullman Close, Staveley as part of the estate environmental improvement work.
- Worked with tenants and Derbyshire

Wildlife Trust to develop a wildflower meadow at Loundsley Green

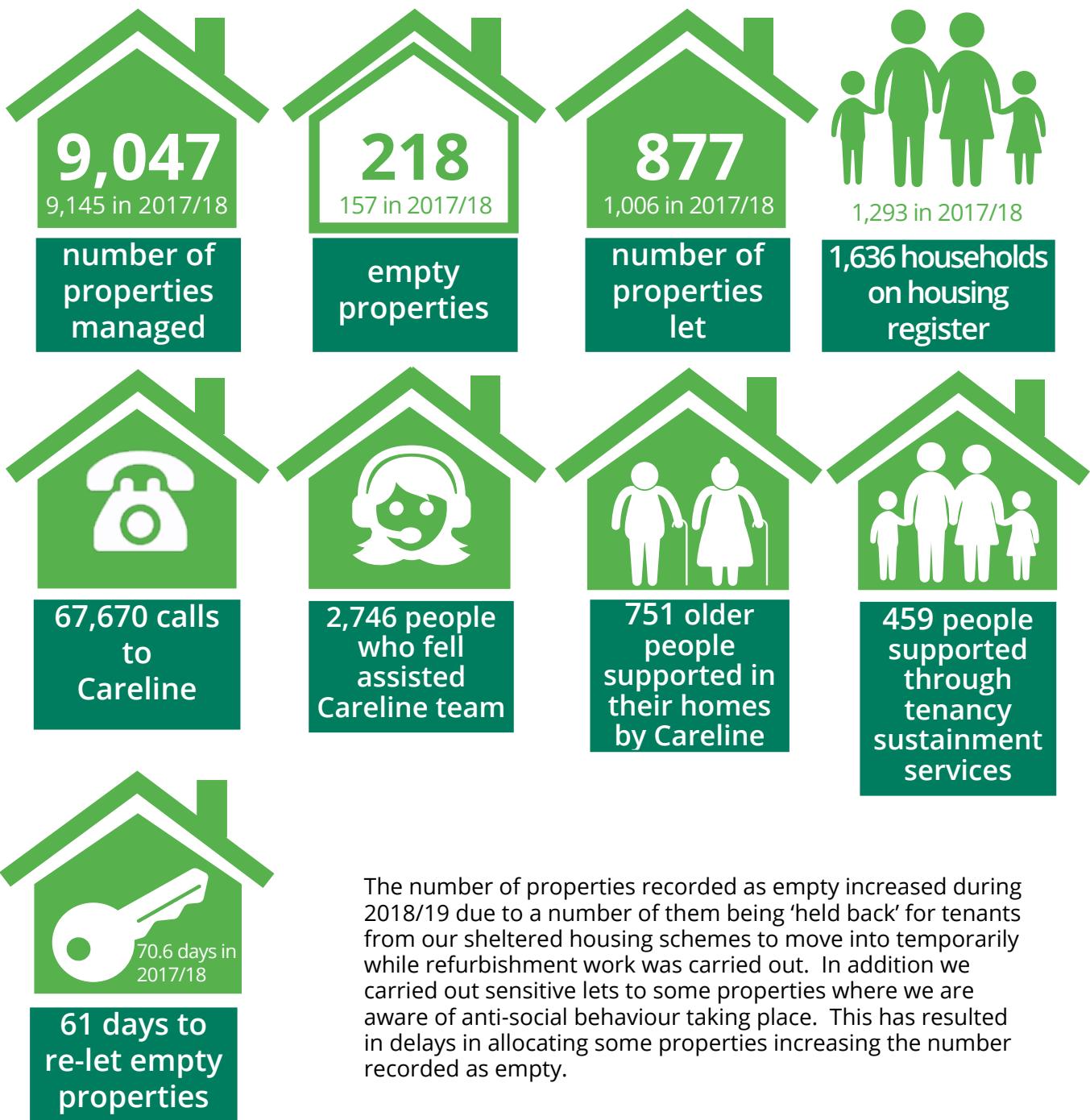
- Made premises available for the development of Holme Hall Hub as a facility for health and wellbeing initiatives by Holme Hall unite.
- Organised three community event days at Stand Road Park (*shown below*), Healthy Living Centre and Ashcroft Court, Old Whittington and worked with partner agencies on the Newland Dale Golden Anniversary event, community safety event with the police, 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 including working with tenant representatives to review the way we involve tenants, developing estate survey inspection 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.



- 84% of those using tenancy support maintained their tenancy.
- 65% 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
£2.5m sheltered 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

100%

All our housing stock is of
Decent Homes standard

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 radiator
- 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 also carry out 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:

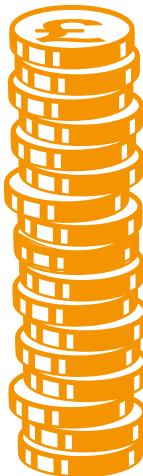
Closure orders -	1	A very short orange horizontal bar.
Injunctions -	4	A medium-length orange horizontal bar.
Notice to quit served -	17	A long orange horizontal bar.
Rent arrears evictions -	58	A very long orange horizontal bar.
ASB evictions -	13	A medium-length orange horizontal bar.
Rent and ASB evictions -	4	A short orange horizontal bar.

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% (up from 98.1% in 2017/18)



Rent £35.5m	Garage rents £0.85m	Service charges £0.4m	Other £0.5m	Total £37.3m
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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:	£214	6.4p
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 £11.1m in maintaining homes to the Decent Homes standard

Spend £4.6m on building new council homes including 10 new homes at former Heaton Court site and 21 at former Brockwell Court site

Sheltered schemes – complete refurbishment 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.

A review of how we allocate our properties and manage our waiting list was undertaken and we identified the need for a an improved IT system to advertise our properties and provide clearer information on each property. We decided to join 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 process with tenants and residents on the housing

register over a new allocations policy. The new allocations policy and IT system are expected to make the customer journey simpler to use and understand. We believe the improvements to the process of applying for a property with the council will be a more positive and enjoyable experience.

