Annual Report
2012/13
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WELCOME

Welcome to Mansfield District Council’s Annual Report for Tenants which gives you information about how we performed as your landlord during 2011/2012.

Foreword

This report ensures that our tenants are kept up-to-date on the services we provide and shows how we are performing against the standards of service we have previously set. This year we have met many of our service targets and have recognised areas where we need to improve. We could not have done this without our Housing Services Panel, which has held us to account, helped us to recognise where we need to improve and prompted us to take action when our services have fallen below the agreed standards. I would like to thank the panel and the tenants that have taken the time to provide us with their feedback (both good and bad). I would also like to thank the Housing staff at the Council for their hard work and support over the past year. By listening and taking your comments into account we can continue to make improvements and strive towards delivering excellent services.

I feel that this report is an honest account of how Mansfield District Council has performed over the past year and highlights successes as well as what needs improving. I am pleased that the Council has taken our feedback into account and has planned a number of improvements for 2012/2013. The report is a testament to the way the Council listens and is prepared to act upon your views. I hope you will take the time to read this report and make the most of opportunities to provide your feedback. As a panel, we will continue to work on your behalf to ensure that the Council continues to take your views into account when delivering its services.
YOUR NEIGHBOURHOODS

In 2011, 79% of you said that your neighbourhood was a decent and safe place to live.

WHAT YOU SAID

The main issues you were worried about in your neighbourhoods were:

- Rubbish and litter
- Car parking, and
- Noisy neighbours.

WHAT WE DID

- We carried out regular walkabouts around our estates
- We developed preventative measures that helped reduce problem parking on our estates
- We disposed of several garage sites to improve the appearance of specific neighbourhoods, and
- We took part in joint action days with the Police and other agencies to resolve neighbourhood based issues.

DID YOU KNOW?

- We gave our Tenants and Residents’ groups £7,389 to make improvements to their neighbourhoods, and
- We have committed £30,000 over the next four years to improving the living environment in our housing estates.

OUR PLEDGE

We will improve the living environment in and around our estates and neighbourhoods by:

- Developing area profiles to identify the priorities for each of our neighbourhoods
- Working with other agencies such as the Police to improve your neighbourhoods, and
- Disposing of garage sites that are causing anti-social behaviour (ASB) related problems in specific neighbourhoods.
WHAT WE DID

1. We improved the way we dealt with ASB by focusing on supporting the victim.
2. We provided ASB training for our staff and introduced a new way of recording and monitoring cases, and
3. We signed up to the RESPECT charter, which sets out national standards and expectations when preventing and dealing with ASB. We used this as a framework to develop and improve our ASB service.

DID YOU KNOW?

1. Mansfield Partnership Against Crime (MPAC) focuses its work on targeted geographical areas, which are classed as Partnership Plus areas.
2. Mansfield’s Partnership Plus areas are Carr Bank, Newgate, Oak Tree, Portland, Woodlands and parts of the town centre.
3. MPAC ensures that high visibility patrols are carried out by the Police and Neighbourhood Wardens at key times, and
4. An improvement group made up of Council officers and tenant representatives was set up to help us improve the way in which we deal with reports of ASB.

OUR PLEDGE

We will work in partnership with other agencies to deliver a range of prevention, intervention and enforcement measures to ensure your neighbourhoods are safe and sustainable.

WHAT YOU SAID

In order to tackle ASB more effectively, you wanted us to:

1. Respond quickly and effectively to ASB
2. Provide more support for victims of ASB, and
3. Keep victims of ASB updated on what is happening with their case.

In 2011/2012 91% of 254 new ASB cases reported by our tenants were resolved. Over 54% of tenants were satisfied with the way their ASB complaint was dealt with.
We achieved the Decent Homes standard and target set by the Government on all of our properties. As a result, 81% of our tenants stated that they were satisfied with the condition of their property.

**WHAT YOU SAID**

In order to make your homes a better place to live, you wanted:

- To choose the location of new boilers in your properties, and
- The Council to help you reduce the cost of District heating.

**WHAT WE DID**

- We completed improvement work on 764 bathrooms at an average cost of £1,481 per property
- We completed work on 104 kitchens at an average cost of £3,000 per property
- We developed a maintenance programme to renew 153 fascias at an average cost of £2,336 per property and 451 doors at an average cost of £750 per property
- We converted the coal fired District heating systems in 54 properties on New England Way to energy efficient renewable energy systems
- We ensured that tenants were happy with the locations of their new boilers, and
- We began a programme to convert the coal fired District heating systems in 1,100 properties on the Oak Tree Lane estate to energy efficient gas central heating systems.

**DID YOU KNOW?**

- Tenants who completed a satisfaction survey expressed high levels of satisfaction with the bathroom improvement programme
- 95% of tenants said they were satisfied with the overall service they received, and
- 93% were happy with the quality of work.

**OUR PLEDGE**

We will ensure that our homes meet your standards by:

- Investing in energy efficient heating technology
- Investing £16m on improvements to our properties over a four year period, and
- Rolling out the District heating replacement programme to all of our properties.
In 2011/2012 we completed 22,955 repairs on properties across the District at an average cost of £606 per property. Over 95% of tenants said that they were very satisfied with the repairs and maintenance service they had received.

### WHAT YOU SAID

To make our Housing Repairs service more efficient, you wanted:

1. Repairs to be completed quicker
2. More specific appointment times
3. Clearer information on your repairing responsibilities as a tenant
4. Compensation if we don’t turn up when we say we will
5. To be informed when a member of the Housing Repairs team is on their way to complete the repair, and
6. The repair completing at the first visit.

### PERFORMANCE MEASURE

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Target</th>
<th>Performance 2011/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average time taken to complete a non-urgent repair</td>
<td>10 days</td>
<td>21 days</td>
</tr>
<tr>
<td>% of all urgent repairs completed within the set timescale</td>
<td>97%</td>
<td>91%</td>
</tr>
<tr>
<td>% of appointments made and kept</td>
<td>99%</td>
<td>93%</td>
</tr>
<tr>
<td>% of repairs completed right first time</td>
<td>85%</td>
<td>67%</td>
</tr>
<tr>
<td>Average length of time to complete an adaptation (under £1,000)</td>
<td>20 days</td>
<td>14 days</td>
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### WHAT WE DID

- We reviewed and introduced a range of performance measures and service standards for our Housing Repairs service
- We trained all our Housing staff to be multi-skilled
- We provided more specific appointment times, and
- We ensured stock was carried by all Housing Repairs staff to make sure that the repair is completed at the first visit.

### OUR PLEDGE

We will provide an effective and efficient repairs and maintenance service that meets our tenants’ needs and expectations.
期间2011/2012年，我们让出了634个房产，并平均花费了29天重新出租每个房产。

空置的房产越久，我们失去的租金收入就越多，这些收入本来可以再投资到您的家中。

因此，我们的目标是继续减少空置房产的出租时间。

WHAT YOU SAID
- 大多数人对我们的出租服务感到满意。
- 97%的人对我们分配和出租流程满意。
- 94%的人对我们出租时的房产状况满意。

WHAT WE DID
- 我们在2012年1月引入了Homefinder，这是一个区域性的选择性租赁（CBL）计划，用于取代我们现有的CBL计划。
- 我们审查了分配政策，确保最需要的人优先获得重新安置。
- 我们更新了等候名单。
- 我们注册了一个国家的住房交换服务（Homeswapper），为想要搬家的人提供更多选择。
- 通过MARS计划（Mansfield Associates Rented Solutions）重新安置了35名租户，该计划与私人房东合作，提供优质的出租房产。

DID YOU KNOW?
- 在2012年，我们拥有6,661个房产，并建造了44个新房产。
- 目前有4,402人在Homefinder重新安置名单上。
- 14%的注册人员被列为需要优先重新安置的人，89%的申请者对我们的重新安置过程感到满意。

OUR PLEDGE
- 我们将继续支持需要住房的人，通过：
  - 通过减少拥挤来全面使用我们的房产库存。
  - 消除过低的住房使用率。
  - 改造房屋以适应残障人士。
  - 支持租户，帮助他们维持租约。
  - 支持发展新的住房和社会可持续社区。

- 在2012年，我们完成了所有年度煤气服务检查的99.67%，其中98%的客户对我们的服务感到满意。

- 我们将提供一个有效且高效的维修和维护服务，以满足租户的需要和期待。
YOUR TENANCY

In 2011/2012 we collected 99% of all rent that was owed to us, however this still left a shortfall of 1%, which amounted to £418,416.23.

The money we get from renting our properties is used to pay for the management and maintenance of your homes and neighbourhoods. It is therefore important that we collect all the rent due to us.

WHAT WE DID

We consulted all our tenants to find out what they thought about our rent collection and support services

We carried out a campaign to help tenants meet their rent payments

We promoted our tenancy support, money advice and welfare rights services, and

We made it easier for you to pay your rent by Direct Debit.

WHAT YOU SAID

83% of you were satisfied that your rent provided good value for money.

WHAT YOU SAID

In 2011/2012 we collected 99% of all rent that was owed to us, however this still left a shortfall of 1%, which amounted to £418,416.23.

YOUR TENANCY
WHAT YOU SAID
- You wanted us to respond quicker to complaints and keep you informed of our progress
- 68% of you thought that it was easy to make a complaint, and
- 55% of you were satisfied with the information and advice provided by staff when they made a complaint.

WHAT WE DID
- We consulted all our tenants to find out what they thought about our rent collection and support services
- We carried out a campaign to help tenants meet their rent payments
- We promoted our tenancy support, money advice and welfare rights services, and
- We made it easier for you to pay your rent by Direct Debit.

IN 2011/2012 WE RECEIVED 74 OFFICIAL COMPLAINTS
- 70% of these were resolved within the agreed timescales.

WHAT WE DID
- We produced our revised customer service standards
- We set up an improvement group to look at how we capture and use customer feedback, and
- We carried out mystery shops to test our customer service.

OUR PLEDGE
- We will provide excellent customer service by:
- Raising staff awareness and training on all aspects of customer care
- Reviewing the way in which we capture and use your feedback to make improvements to our services
- Telling you how we have used your feedback to improve services
- Developing a more comprehensive set of customer service measures, and
- Working towards Customer Service Excellence accreditation.
The aim of tenant involvement is to help the Council understand the needs, expectations, aspirations, achievements and experiences of our tenants so we can improve our services.

To ensure that tenants are given a wide range of opportunities to be involved in our decisions we offer different levels of involvement. These can range from purely receiving information to making decisions about our services.

The different levels of involvement are:

- **Empowerment**
  We delegate various aspects of housing management to tenants.

- **Involvement**
  We encourage tenants to voice their ideas and opinions and provide opportunities for joint decision-making and scrutiny.

- **Consultation**
  We listen to tenants’ feedback and may change proposals as a result of their views.

- **Information**
  We let tenants know what will be happening, how it meets the agreed standards and how it will improve.

**WHAT YOU SAID**

- 62% of you were satisfied that we listen to your views and take them into account, and
- Only 22% of you knew how to challenge the service you receive from us.
WHAT WE DID

- We developed a new scrutiny schedule and Tenant Involvement Strategy aimed at identifying and improving the way in which you can become involved in shaping and delivering our services.
- We set up two new tenant improvement groups which look at income management and customer feedback.
- We recruited four more tenants as mystery shoppers.
- We set up two new Tenants and Residents’ groups.
- We recruited and trained a panel of service inspectors.
- We set up a stakeholder group within one of our regeneration areas, and
- We supported the Mansfield Volunteer awards.

DID YOU KNOW?

- In 2011 we spent an average of £44 per property supporting tenant involvement activities.
- There are four housing improvement groups which are made up of tenant representatives. The improvement groups are Responsive Repairs and Property Improvement, Income Management, Customer Feedback and Anti-Social Behaviour.
- There are currently six mystery shoppers and service inspectors, and we currently support 12 Tenants and Residents’ groups.

OUR PLEDGE

We will ensure that all of our tenants have the opportunity and choice to become involved by:

- Promoting tenant involvement and scrutiny opportunities.
- Putting involvement structures in place that represent the wider views of tenants.
- Recruiting more service inspectors and mystery shoppers, and
- Developing opportunities for armchair scrutiny, where tenants can give their feedback from the comfort of their own homes.

62% of you were satisfied that we listen to your views and take them into account.
GET IN TOUCH

Mansfield North Housing Office (Civic Centre)  01623 463 129
Housing Repairs Contact Centre  01623 463 500
24-hour Emergency contact (repairs)  01623 463 050
Ashfield and Mansfield Homefinder  01623 463 402
Central Control  01623 463 341
Housing Advice Service  01623 463 125
Money Advice Service  01623 463 451
Welfare Rights Service  01623 463 450
Right to Buy/Leaseholders Officer  01623 463 062
Tenant Involvement Officers  01623 463 273 / 463 147

Meeting your needs
We can provide this information in larger print, in Braille, on audio tape, on CD or in another language. Contact: 01623 463 463
Minicom: 01623 463 444 Email: mdc@mansfield.gov.uk