

Contact

Tenants' Annual Report 2016/ 2017

www.mansfield.gov.uk/housing



Mansfield
District Council

Tenants' Annual Report 2016/2017

Welcome to Mansfield District Council's Annual Report for tenants which provides information about how we performed as a landlord during 2016 / 2017.

It is a key tool in allowing all our tenants to hold the council's Landlord Service to account.

The report includes the results of the recent tenant satisfaction survey (STAR) that was completed in 2017.

The results of the survey are used to help us identify whether we are meeting, exceeding or failing our tenant's expectations and helps us to identify what areas our tenants consider to be priorities for improvement.

You can find all the results of the STAR survey and the final report at www.mansfield.gov.uk/

Meeting your needs

We may be able to provide this information in larger print, in Braille, on audio tape, on CD or in another language. If you'd like to find out more please contact **01623 463463**, minicom **01623 463444** or email mdc@mansfield.gov.uk.

Introduction

It has been a very busy and challenging year for both the council's landlord service and its tenants as we both start to feel the impact of the Government's welfare reform and rent reform changes.

Despite these challenges we are committed to continually providing good quality services and supporting those tenants that have seen their incomes reduced in real terms whilst the general cost of living is continuing to rise.

As with all challenges, there are also opportunities and the council, in partnership with the Housing Services Panel, (the council's tenant-led scrutiny panel), has worked hard to seize upon those opportunities to develop new service initiatives such as the Premier Homes Plus pilot scheme. We have also invested in extra resources to ensure our tenants are able to access the extra support they may need to manage their finances.

Work is also underway to deliver more affordable homes in the District at Town View (old district hospital site) following on from the successful development of Poppy Fields Extra Care scheme.

Going forward we recognise that it is important that we listen to, involve and respond to our



Cllr Barry Answer
Portfolio Holder for Housing

“ Going forward we recognise that it is important that we listen to, involve and respond to our tenants and I would encourage as many of you as possible to give your feedback ”

tenants and I would encourage as many of you as possible to give your feedback and provide additional support to the Housing Services Panel who work hard to ensure the council landlord service is held accountable by its tenants for the decisions that are made.



Key facts

The number of properties owned and managed

6,546

The number of employees

262

Rental income

£24.6m

Other income

£1.8m

Of the income, the following are the main items of expenditure:

23%

was spent on general repairs and maintenance.

14%

was spent on new-build properties.

23%

spent on repairs and maintenance.

11%

spent on borrowing and loans.

5%

was spent on repairing properties when tenancies end, getting them ready for the next tenant.

15%

spent on improvements, including bathrooms, kitchens, property adaptations and improving energy efficiency of properties.

The remainder was spent on general running costs including staffing costs for support provision, housing allocations, tenancy services and tackling anti-social behaviour.

88% of tenants are very or fairly satisfied with the overall service provided by MDC.

The standards we work to

✓ YOUR HOME

This covers:

- Improvement works
- Repairs and maintenance.

✓ YOUR TENANCY

This covers:

- How we let our homes
- How we manage your tenancy.

✓ YOUR NEIGHBOURHOOD AND COMMUNITY

This covers:

- How we invest in your neighbourhood to keep it clean and tidy
- How we work with other partners in your neighbourhood to keep you safe
- How we tackle anti-social behaviour.

✓ WORKING WITH YOU

This covers:

- How we work with and support tenants to get involved in decisions about their homes and services
- How deal with complaints and feedback
- How we are held accountable to our tenants.





Tenants' Annual Report 2016/2017

Your home

Improving your homes

We continue to deliver a programme of investment in all council owned properties to ensure that they meet the Government's Decent Homes Standard. As a result 86 per cent of our tenants said they were satisfied with the overall quality of their home.

Did you know?

1,293

properties received some type of improvement works at a total cost of £2.4m.

What we did

Works included the installation of:

- **140 new kitchens**
- **370 new bathrooms**
- **429 external doors**
- **212 central heating boilers**

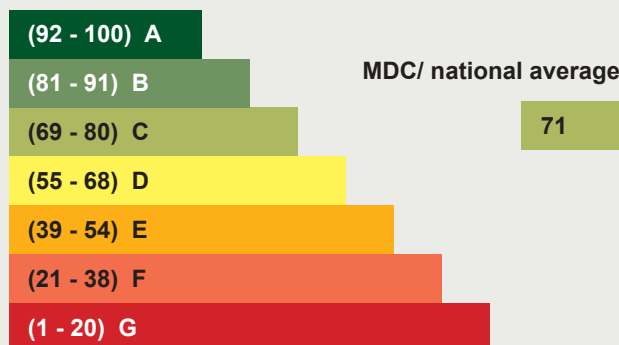
Alongside installing more fuel efficient boilers as part of our improvement programme, we also completed a number of projects to improve the overall energy performance of council homes.

This work included replacing part of the Sandy Lane district heating system with individual energy efficient gas central heating systems, installing or topping up loft insulation and also a new programme of installing external wall insulation onto a number of properties that have a solid wall construction and therefore cannot benefit from cavity wall insulation.

The combined effect of these activities has raised the average energy efficiency score of our homes in line with the national average.

Energy performance of our homes

Very energy efficient – lower running costs



Not energy efficient – higher running costs

Our pledge

We will ensure our homes meet your standards by continuing to replace or upgrade kitchens and bathrooms.

Whilst most properties have now been completed as part of the planned work, we will continue to carry out upgrades on properties where the work has previously been refused.

If you have refused to have work done in the past and now wish to change your mind, please contact us on **01623 463018** to request an inspection.

We will also continue to improve the environment you live in by upgrading or removing drying area and communal areas in blocks of flats.

Repairing and maintaining your homes

The recent tenant satisfaction survey (STAR) shows overall levels of satisfaction with the way in which we deal with repairs and maintenance have increased when compared to the previous survey undertaken in 2015. In 2017, 85 per cent of tenants were satisfied compared to 83 per cent in 2015.

What we did

During the year we completed:

- **9,399 emergency repairs**
- **4,560 urgent repairs**
- **12,019 routine repairs**

Our pledge

We will ensure our repair and maintenance service meets your standards by continuing to drive for improving the quality of repairs and the time it takes to carry out those repairs.

The current average for emergency, urgent and routine repairs was 6.6 days which places Mansfield as one of the best performers nationally.

We are also looking at more efficient ways to deliver the repairs service, in order to bring down the cost.

This will include the introduction of mobile technology for the trade operatives, allowing for a more cost-effective method of work allocation.

Did you know?

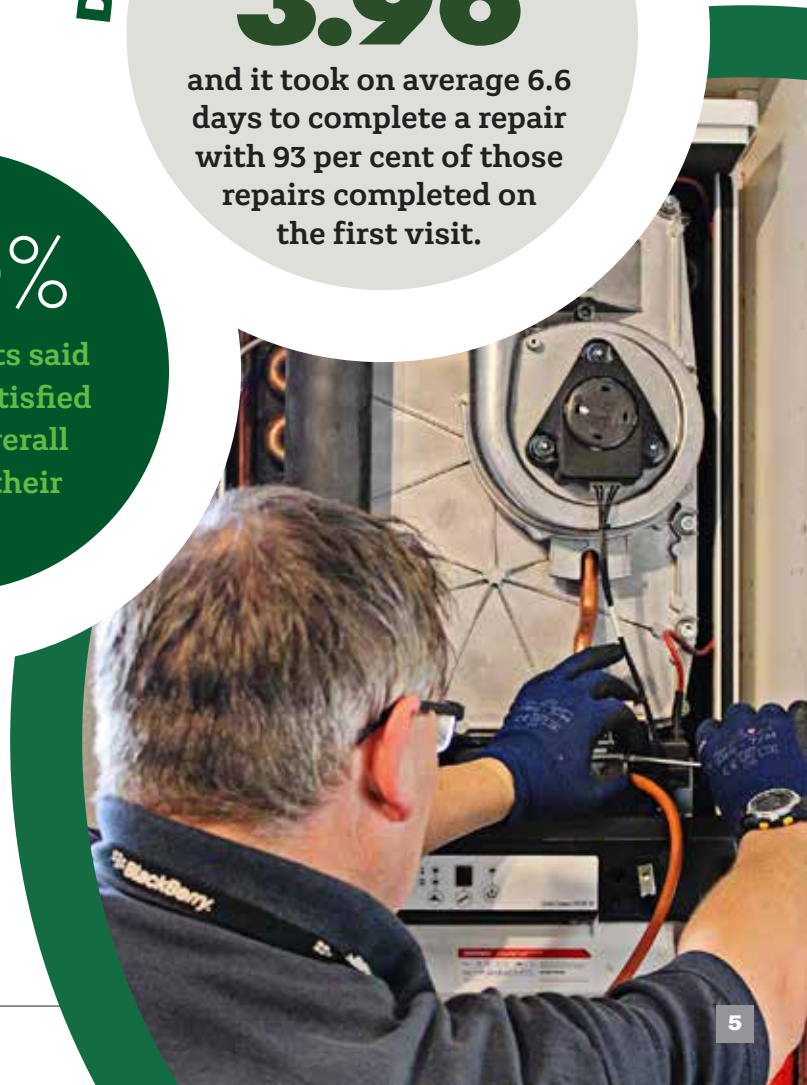
The average number of repairs completed per property was

3.96

and it took on average 6.6 days to complete a repair with 93 per cent of those repairs completed on the first visit.

86%

of our tenants said they were satisfied with the overall quality of their home.



Your tenancy

How we let our homes

When we let our properties we ensure we house those people that are deemed at the time to be in housing need. We aim to make the best use of our housing stock including reducing overcrowding, tackling under occupation and making the best use of adapted properties for those with a disability.

80%

of tenants believe the rent paid for their property provides value for money.

Did you know?

We currently own **6,546** properties consisting of:

Number of properties by bedrooms	Average weekly rent
56 bedsits	£57.18
2,387 one-bedroom properties	£67.37
2,067 two-bedroom properties	£74.75
1,916 three-bedroom properties	£80.78
118 four-bedroomed properties	£86.28
2 five-bedroom properties	£89.32

80 per cent of tenants believe the rent paid for their property provides value for money.

There are currently **5,324** households on the housing register. This is **1,502** fewer than in 2015/2016.

The council has an agreed standard that all its properties should meet when we let them to new/ transferring tenants and we continually check to ensure that this standard is being achieved.



What we did

We let **402** properties to new households in housing need. **228** existing tenants were transferred into more suitable housing, either downsizing into smaller properties or moving from overcrowding homes.

Our pledge

Whilst the council's waiting list indicates a high demand, although many people are still on the waiting register even though their housing need

How we manage your tenancy

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 that is due.

Our pledge

We will work with you to ensure that you do not fall into financial difficulty or to assist you if you have fallen into debt.

We will also continually monitor housing allocations to ensure that properties are affordable for the incoming tenant.

As described earlier, we are also looking to reduce household heating bills by removing the district heating schemes and replacing them with modern energy efficient central heating systems and improving the energy efficiency of properties through improved insulation.

Our Housing Officers are available to discuss financial difficulties, so it is important that you contact your Housing Officer as soon as possible if you are encountering financial difficulty.

We collected
99%
of all the rent that was owed and helped 95% of tenants to sustain their tenancy for more than 12 months.

has been resolved. We therefore regularly refresh this list to ensure that it is more accurate and that housing is allocated to those most in need. We also work closely with those most in need of housing to ensure that the banding they have been allocated to is correct.



Did you know?

The Government told us that we have to reduce the amount of rent our tenants pay by

1% each year

from 2016/17 to 2019/20.

Due to this we will have less money available over the forthcoming years to spend on the management and maintenance of your homes, therefore we are looking to drive up efficiencies to minimise the impact this has on the service you receive.

We now have three Financial Inclusion Officers that can help you if you are experiencing difficulties in paying your rent or any other bills, they are also able to assist you by checking that you are accessing all benefits you are entitled to.

Your neighbourhood and community

84%

of tenants stated that they
were satisfied with their
neighbourhood.

MCP
Mansfield Community Partnership

Maintaining safe communities where people are able to enjoy their homes and neighbourhoods is key priority for the council and its Landlord service works closely in partnership with the Police, Community Safety Officers and other partners who form Mansfield Community Partnership (MCP).

Did you know?

In 2017, **84 per cent** of tenants stated that they were satisfied with their neighbourhood with the three main issues identified as being the greatest problem including:

- **Car parking and parking areas**
- **Rubbish and litter**
- **Trees and hedges**

Our Landlord Service received **307** reports of anti-social behaviour (ASB) during 2016/2017. However only **46 per cent** of tenants were satisfied with the way their complaint of ASB was dealt with, compared to **59 per cent** who stated they were satisfied in 2015.

MCP received funding from the Police and Crime Commissioner (PCC) to implement an asset-based approach (focusing on what is strong rather than what is wrong in communities) to community engagement in Oaktree, Bellamy and Ravensdale to ensure that those communities have a greater involvement in the work undertaken by the partnership.

What we did

- **82 per cent** of ASB cases that were closed were resolved.
- Developed a map of all the assets that can be used for the good of the community, in the three areas.
- Held a week of community conversations to find out what was good about living in the three areas and what needed to be improved.
- Held partnership events in the three areas to support the three communities address the areas for improvement identified through the community conversations.

82%

of ASB cases
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Our pledge

We will continue to improve the environments you live in by removing unused drying areas, which tend to attract anti-social behaviour.

We aim to make the areas more open plan and therefore reduce the opportunity for crime and the fear of crime for our tenants.

During 2017/18 a large investment will be made into the Old Newark Drive area on Bellamy Road.

We also have a close working relationship with the Police, which has been improved further since the Community Policing has relocated to the main council offices. We will continue to utilise this resource to tackle anti-social behaviour with the aim of making you feel safer in your homes and out in the community.



Working with you

The council has a long history of working with and involving its tenants in improving the way its services are delivered and it offers a variety of opportunities for tenants to get involved and to work together to improve their homes, communities and the services they receive.

Tenant involvement and empowerment

In 2015 we looked at the ways in which it involved tenants and as a result changed the way in which it delivered its tenant involvement activities. We also improved the way in which all our residents can provide feedback including ways in which you can make a complaint.

Did you know?

We now offer a diverse range of new opportunities for tenants to get involved and we have developed a range of "how to" leaflets that provide information on how tenants can become involved in initiatives such as:

- › **Community champions**
- › **Mystery shoppers**
- › **Tenant Scrutiny Panel**

70% of tenants are satisfied that we listen to their views and acts upon them.

88% of all complaints were responded to within the target.



What we did

We have made it easier for community groups or individuals to access small amounts of council funding to support community initiatives

Following feedback we received from our residents, we have reduced our target to respond to all complaints from 15 working days down to 10 working days.

Tenant scrutiny

The Housing Services Panel is our tenant led Scrutiny Panel and is made up of volunteers that work together to challenge and improve the services delivered by the council in its role as landlord.

Did you know?

In addition to holding the council's landlord service to account, Panel members have also worked with us and have made several recommendations that have been taken on board and implemented to ensure that we provide a better service to our tenants. Improvements recommended by the Panel and implemented include:

- Reducing the number of days to respond to complaints
- Increasing staff available to support tenants who are experiencing financial difficulties
- A clear set of service standards that explain what tenants can expect from the service and what we expect of tenants in return
- The tenants satisfaction survey (STAR) asked if tenants were aware of the council's service standards and if they knew how to challenge the service standards.
- Only **29 per cent** of tenants said they were aware of the service standards and even fewer (**19 per cent**) were aware of how to challenge those standards.

What we did

- The council provided training and support for all volunteers that sit on the panel.
- Responded to requests for information from panel members to enable them to carry out their function.

Our pledge

We will continue to develop and support resident resident-led partnerships and community groups that work to improve their neighbourhood.

We will continue to improve the ways in which you can provide feedback.

Our pledge

We will provide information on how the service standards can be challenged as part of the standards.

All service standards will be publicised on the council's website and will be made available on request

In partnership with existing panel members, the council will review how the panel works to ensure it remains fit for purpose, and support the panel in recruiting new members.

Interested in becoming a panel member?

If you are interested in becoming a panel member and would like more information why not check out www.mansfield.gov.uk/getinvolved to complete an application form

