



# Housing Annual Report 2016/17



[www.warwickdc.gov.uk](http://www.warwickdc.gov.uk)

# WELCOME

We are delighted to share with you the 2016/17 annual report for tenants, which we hope you will find useful and interesting.

Within this report we have outlined how your housing service has been performing over the past year, highlighting the continuation of our maintenance and improvement programme to keep your homes safe and secure.

Over the last twelve months we have been looking at the most effective ways of communicating with you and now have a Twitter account in addition to you being able to contact our specialist teams by email, via our website, by phone or by visiting our offices.

As ever your views and feedback are important, so please continue to send us your comments and suggestions.



Lisa Barker  
Head of Housing



Cllr Phillips  
Housing Portfolio Holder



# OUR VALUES

Your housing team works hard to ensure it provides effective and good value services for tenants. We review and monitor how we do things, listening to your feedback, so that we can make improvements as well as cost savings along the way. Our work contributes to the the council's vision **"to make Warwick District a great place to live, work and visit"**.

Our values are at the heart of everything we do, and they underpin what is important to the Council and how we all work together;



## **Honesty and openness**

We will be truthful and transparent about how we run your Council.



## **Value for money**

We will make efficient use of our resources to offer you the best possible services at the best price.



## **Environmentally sensitive**

We will ensure our long term impacts are minimised and are sustainable for future generations.



## **Community focused**

We will put the needs and aspirations of our local communities to the fore. We will work flexibly and collaboratively as one Council and with others in response.



## **Fairness and equality**

We will value all our citizens and our work will be without bias or prejudice.

# OUR HOMES

We manage **5,487** homes across Warwick District

## Our Housing Stock

Breakdown of bedroom types in Warwick District Council owned property types:



**1,552**

1 Bedroom/bedsits



**1,976**

2 Bedrooms



**1,898**

3 Bedrooms



**57**

4 Bedrooms



**4**

5 Bedrooms

Properties let during 2016/2017



In 2016/2017

**501**

properties were let



During 2016/2017

**500**

became empty



It took an average of

**38**

days to re-let  
a property



On average  
there were

**1.6**

offers per letting

**80%**

of our new  
tenants were  
happy in  
their home

The top **4** reasons to refuse a property were:

**9** people gave  
no response  
to the offer

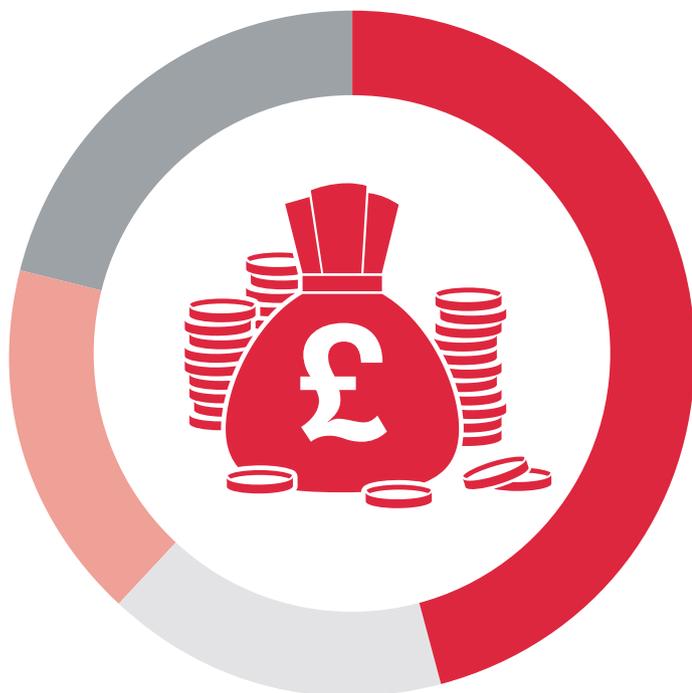
**18** people did  
not like the  
property

**41** people said  
the property  
was in the  
wrong area

**46** people said  
that the  
property was  
too small

# HOW IS YOUR MONEY SPENT?

Income collected by Warwick District Council (from rents, service and utility charges) was spent in these ways:



- 46%** Maintaining Homes
- 16%** Management & Tenant Services
- 17%** Interest on loans
- 21%** Put aside to meet future expenditure



**£25,586,856**  
Amount of housing  
rent collected



**£515,809**  
Amount of garage  
rent collected



**£293,105**  
Other rent collected  
(shops etc.)



**£343,432**  
Service and  
utility charges



The average  
weekly rent is  
**£89.87**



**£189,637**  
of services charges  
were collected

# HOUSING AT A GLANCE

In 2016/17 our contractors attended:



**11,011**  
routine  
repair jobs



**2,509**  
emergency  
repair jobs



**150**  
jobs were cancelled because the  
contractor could not access the property

**350**  
Roofs  
completed



**55**  
Bathrooms  
completed



  
**£20,000**  
spent on  
environmental  
improvements

**141**  
Anti-Social  
Behaviour cases



**442** Home  
adaptations were  
carried out in  
council properties



**100%**  
Of properties have  
had a gas service within  
the last 12 months



**100%**  
Of properties have  
had an electricity test



**£12,396,661**  
Invested to maintain  
and repair homes



**1,200**  
Tenancy  
update visits



**773**  
Number of homes allocated through  
the HomeChoice Scheme



**350**  
Windows & Doors  
completed



# CUSTOMER SATISFACTION

The Tenant Satisfaction Survey has provided a clear picture of customer priorities for various service areas. Thank you to all our tenants and leaseholders for sharing your views with us.



**33%** of tenants gave us their views  
and **23%** of Leaseholders

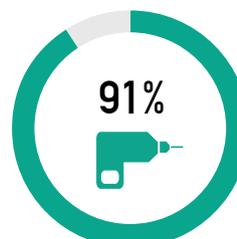
Mrs Harrison from Warwick,  
was the winner of our Tenant  
Satisfaction Survey prize draw.



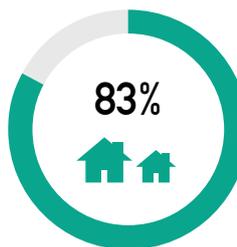
You told us that your **4** top priorities are:



Satisfied with the overall  
quality of their home



Satisfied with the overall  
quality of the repair work



Satisfied with the  
neighbourhood  
as a place to live

# YOUR CUSTOMER EXPERIENCE

Methods of being kept informed and getting in touch with Warwick District Council



**1st Choice**  
In writing



**2nd Choice**  
By telephone



**3rd Choice**  
Newsletter



**4th Choice**  
Email



**5th Choice**  
By Text



**40%**  
Rent  
Statements  
checked online



We answered  
**16,505**  
repairs calls



**708,486**

Visits to Housing pages  
on the WDC website

**464,237**

Visits to our HomeChoice page



We have **320**  
Twitter followers  
[@tenantstog](#)

# HELPING OUR TENANTS



In early 2017, the **Lifeline Team** took delivery of two environmentally friendly electric cars.

The BMW i3s, which are branded with the Lifeline information, use ultra-low emissions, to reduce cost, carbon and toxic emissions. The Lifeline team have been using their new vehicles to get around Warwick and Stratford districts, visiting customers, carrying out free home demonstrations, fitting and maintaining key safes and lifeline equipment.

It is estimated that as well as cutting down on pollution, switching to the electric cars has saved the council **£10,000** in road tax and fuel costs.



In the last year our **Money Advice Case Workers** dealt with around 320 cases, assisting some of the most vulnerable in our community with financial problems. Most of the residents they are dealing with have got themselves into debt with high arrears on their rent, utility bills and council tax.

The small team; Lisa Crossland and Keira Lymath work with our tenants to try to prevent them from ending up in court or at worst becoming homeless. On a daily basis they help residents to find ways to maximise their income, utilise local welfare schemes, access grants or make disability claims. This work has been made more complex by the increased number of people claiming Universal Credit for the first time, which means they have to get through the first six weeks with no income.

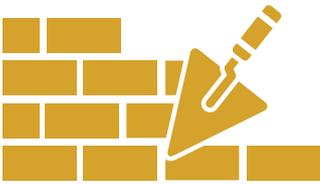
It's been a tough year, but thanks to Lisa and Keira's efforts the council has saved over **£65,399** in arrears, court costs, backdated benefits and income from accessing grants. They have also prevented eight evictions.



Keira Lymath and Lisa Crossland

# OUR NEW HOMES DEVELOPMENTS

Our development programme is providing new homes for people most in need of housing, and those who would otherwise not be able to afford to own their own property.



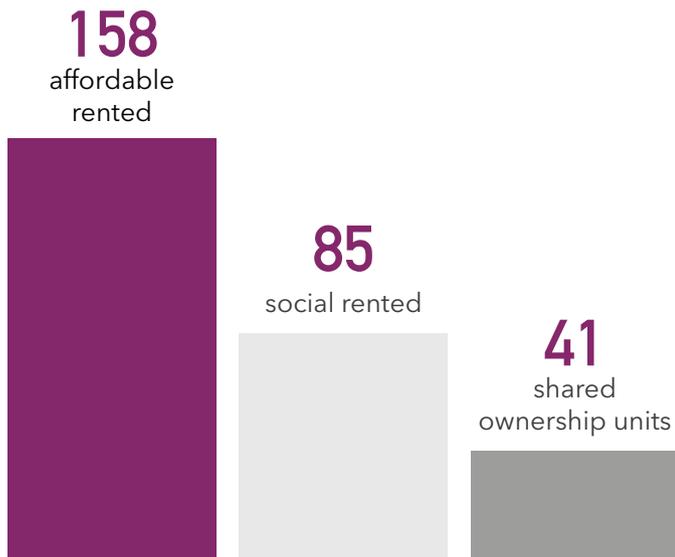
In 2016 our flagship development Sayer Court in Leamington was completed. The scheme which has **76** apartments and **5** bungalows is the first Warwick District Council has commissioned in over 25 years and enables us to help meet the demand for affordable living for the over 55's.

## Stock Condition Survey

In 2016 we asked Michael Dyson Associates to undertake a Condition Survey of all council housing stock. The survey commenced in early July and was successfully completed within the expected time frame, with **100%** of stock receiving an external survey and **90%** completion for internal surveys. The information gathered has been used by the Assets Team to model planned maintenance programmes and set the budget required to maintain our homes to a high standard for many years to come. Further specialist surveys have continued into 2017 to assess the condition of more specific areas such as non-traditional builds, structural reinforced concrete, cladding systems and lifts.



# PAST/FUTURE DEVELOPMENT PROGRAMME



During the last financial year 2016 - 2017 WDC delivered; **284** affordable housing units in total

For developments currently on site, we have delivered **45** units of shared ownership in Q1 and Q2 of this year.

It is forecast that the remaining shared ownership units to be delivered which are also currently on site; will be **214** between 2017 - 2020.



# OUR HOUSING SERVICES TEAM IS HERE TO HELP

## Below is a list of key contacts

### Repairs to your home

T: 01926 456129 during office hours or out of hours for emergencies

E: [hsgrep@warwickdc.gov.uk](mailto:hsgrep@warwickdc.gov.uk)

### Tenancy advice/Tenancy Officer

T: 01926 456129 | E: [hsgem@warwickdc.gov.uk](mailto:hsgem@warwickdc.gov.uk)

### Paying your rent

T: 01926 456438/456457 | E: [hsgra@warwickdc.gov.uk](mailto:hsgra@warwickdc.gov.uk)

### Getting involved

T: 01926 456357/456445 | E: [performance@warwickdc.gov.uk](mailto:performance@warwickdc.gov.uk)

### Refuse and recycling

T: 01926 456128 | E: [contract.services@warwickdc.gov.uk](mailto:contract.services@warwickdc.gov.uk)

Or visit our website [warwickdc.gov.uk](http://warwickdc.gov.uk)

 Follow us on twitter [@tenantstog](https://twitter.com/tenantstog)

Where possible, information can be made available in other formats, including large print, CD and other languages if required.

To obtain one of these alternatives, please contact 01926 456129

All information correct at the time of going to press and may be subject to change.



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