



Warwick District Council

Housing Annual Report 2017/2018

www.warwickdc.gov.uk





WELCOME

to the annual report which shows how the Housing Team performed during 2017-18 as well as letting you know what's been happening in your Housing Service.

The team have had a very busy year and have worked on a number of major projects. You can find out more about these later in the report.

I would also like to share with you some of our achievements on reducing rough sleeping and homelessness and these are:

- we bid for and received funding of £475,000 to support this work
- successfully prevented 164 people from becoming homeless since April 2018 when the Homeless Reduction Act came into force. It changed the way local authorities support homeless households or those threatened with homelessness

- reduced the number of rough sleepers by 9
- helped to form a dedicated specialist team including outreach workers
- set up new direct access hostel
- introduced new property for single people with low support needs, those who were formerly homeless or at risk of homelessness
- provided accommodation for supported living to the Coventry Cyrenians.
- the measures have enabled us to help vulnerable people to change their lives and find new homes

**Lisa Barker,
Head of Housing Services**



NEW HOUSING SERVICES PORTFOLIO HOLDER

Councillor Jan Matecki

Following the recent local elections, we have a new Portfolio Holder for Housing Services, Councillor Jan Matecki;

Jan was born to Polish parents in Staffordshire and spent the first five years of his life in a Polish resettlement camp. He moved to Warwickshire in 1985 and has been living in the district for more than 20 years. He is married with four grown-up children.

An Engineering Consultant by provision he is keen to bring his personal background and good working relationships with clients, customers and suppliers to his new role;

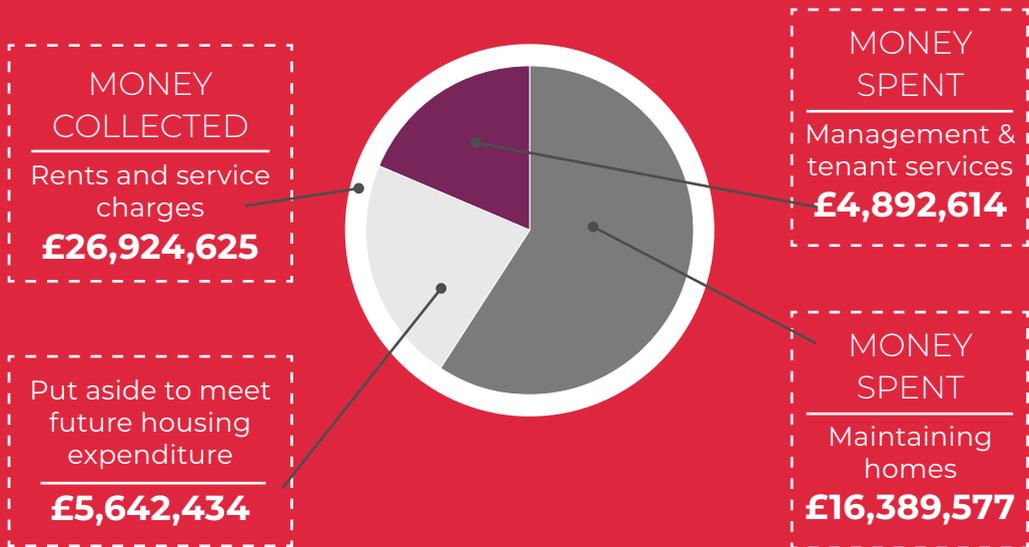
Jan said:

"I am really enjoying the challenge of being Housing's Portfolio Holder and to making a positive difference to all of our tenants. My middle name Baltazy (Balthazar in English), chosen after one of the three wise men, as my birthday falls on Epiphany (6 January). My grandmother felt it fitting that I should be named after one of them!"

Although they don't share the same political allegiance, Jan went to the same school as Jeremy Corbyn!

HOUSING AT A GLANCE

We collected **£26,924,625** in 2017-18 from rents and service charges and the chart below shows an overview of how this was spent.

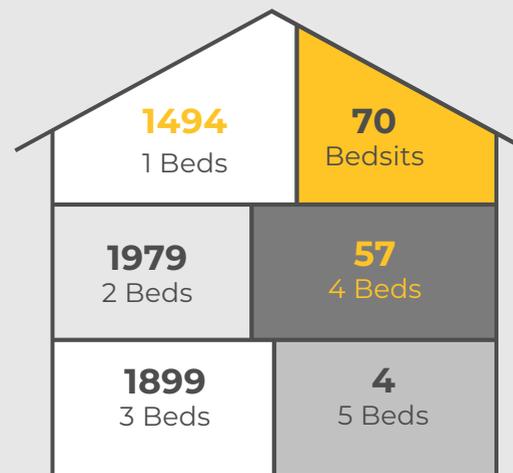


The information below shows some of key areas of expenditure and how many properties we have improved.



HOMES

We manage **5,503** homes across Warwick District



Our vision is to make Warwick district a great place to live, work and visit and this is how we are helping to meet this vision.

New build homes: since April 2015 over 1,000 new affordable homes have been built in the district, working in partnership with housing associations

Acquiring properties: most tenants know that they have the Right to Buy but what isn't as well known is that in some cases the purchasers have to offer their home back to us first when they want to sell it. This year we have begun to take up these offers and have already bought back 5 properties which we have then been able to allocate to people on the Housing Register.

We have acquired another five new-build properties which we are hoping to have ready for letting this year.

We're also looking into a range of options for new Council house-building including buying land and new housing, and building on our own land where possible.

TENANCY

Our Tenancy Team have visited all tenants in our high-rise properties this year and will do this every year. They've been able to help tenants where high-rise living is not suitable and helped them to move. The team will visit all other tenants at least every 3 years.

Our Income Recovery Team have been helping tenants stay in their own homes by working with them to identify when rent arrears first start.

Our Money Advice Case Workers have also been busy helping 87 tenants with their finances. As a result, they've prevented 11 evictions, reduced arrears by £45,159 and helped to claim £194,053 housing benefit.



Here's some more tenancy facts & figures:



1228
tenancy
update visits
made



825
properties
allocated
through the
HomeChoice
scheme



115
Anti-social
behaviour
cases



2337
households
are registered
on the
HomeChoice
scheme



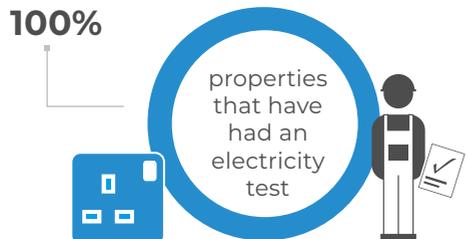
197 garages
were let



93% of our
tenants were
happy with
their new
home

REPAIRS

This shows how the repairs service has performed during 2017-18 to ensure that your homes are safe.



10836

number of repairs completed



average number of days taken to complete routine repairs:

13 days



FIRE SAFETY IMPROVEMENTS PROGRAMME

For the past 12 months Warwick District Council has been undertaking a comprehensive £2.5 million programme of improvement works to enhance fire safety within our 9 high and medium rise blocks.

To date we have:

- installed 1 hour fire-resistant flat entrance doors
- improved the internal and external finishes within our buildings, with new decoration schemes and flooring
- upgraded fire detection and fire alarm systems
- rewired common areas and upgraded emergency lighting
- fitted sprinkler systems to bin stores
- installed automatic smoke vents to stairwells

We are also:

- undertaking daily inspections of communal areas
- undertaking annual tenancy visits
- improving the local environment with additional parking, signage, lighting and planting



TENANTS INVOLVEMENT

We are looking at new ways to involve you in our service, seek your views and get feedback on our publications.

Please visit our website at

www.warwickdc.gov.uk/info/20002/housing

or email performance@warwickdc.gov.uk for more information.

3 tenants attended the ARCH (Association of Retained Council Housing) conference in September 2017 and had the opportunity to meet other tenants from around the country and joined in discussions about housing, welfare reform.

In November 2017 2 tenants were given the opportunity to meet the Housing Minister to hear his vision for affordable housing and to put questions to him.

SURVEY WINNERS

3 lucky tenants from Leamington & 1 from Kenilworth each won vouchers worth £100 just by completing & returning a repair satisfaction form after they'd had a repair carried out.





HOW YOU CONTACT US



Number of
Twitter followers
358



Number of
lifeline calls
82,000



Number of
housing advice
calls handled
12478



Number of
repair calls
handled
14176



Number of tenancy
management
calls handled
7005



Number of
rent statements
checked on line
1320

Lifeline, help at the press of a button



Over the past year our Lifeline team has given even more vulnerable people in our community the confidence they need to stay in their own homes, whenever possible.

”
I feel safe and reassured knowing help is at hand 24hrs a day. My “red button” gives me confidence to live independently and my family peace of mind.



The team has also been out and about to markets, hospitals and local events promoting this life-saving service.

We are now able to provide our Lifeline Service and products nationally thanks to our new mail order service.

**We fitted
303
alarms**



My confidence in the service enables me to relax and enjoy my life and environment. Thank you for your continued support.



693,441
Visits to Housing pages
on the
WDC website

460,640
Visits to our
HomeChoice page



Our Housing Services team is here to help

Below is a list of key contacts

Repairs to your home

online www.warwickdc.gov.uk/reporhousingrepairs
hsgrep@warwickdc.gov.uk
Tel. 01926 456129 option 1 during office hours
or out of hours for emergencies

Tenancy advice/Tenancy Officer

hsgem@warwickdc.gov.uk Tel. 01926 456129

Paying your rent

hsgra@warwickdc.gov.uk Tel. 01926 456438/456457

Lifeline

lifeline@warwickdc.gov.uk Tel. 01926 339577

Getting involved

performance@warwickdc.gov.uk Tel. 01926 456357/456445

Refuse and recycling

contract.services@warwickdc.gov.uk Tel. 01926 456128

visit our website **warwickdc.gov.uk**

 Follow us on twitter @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 456239

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



**INVESTORS
IN PEOPLE**

