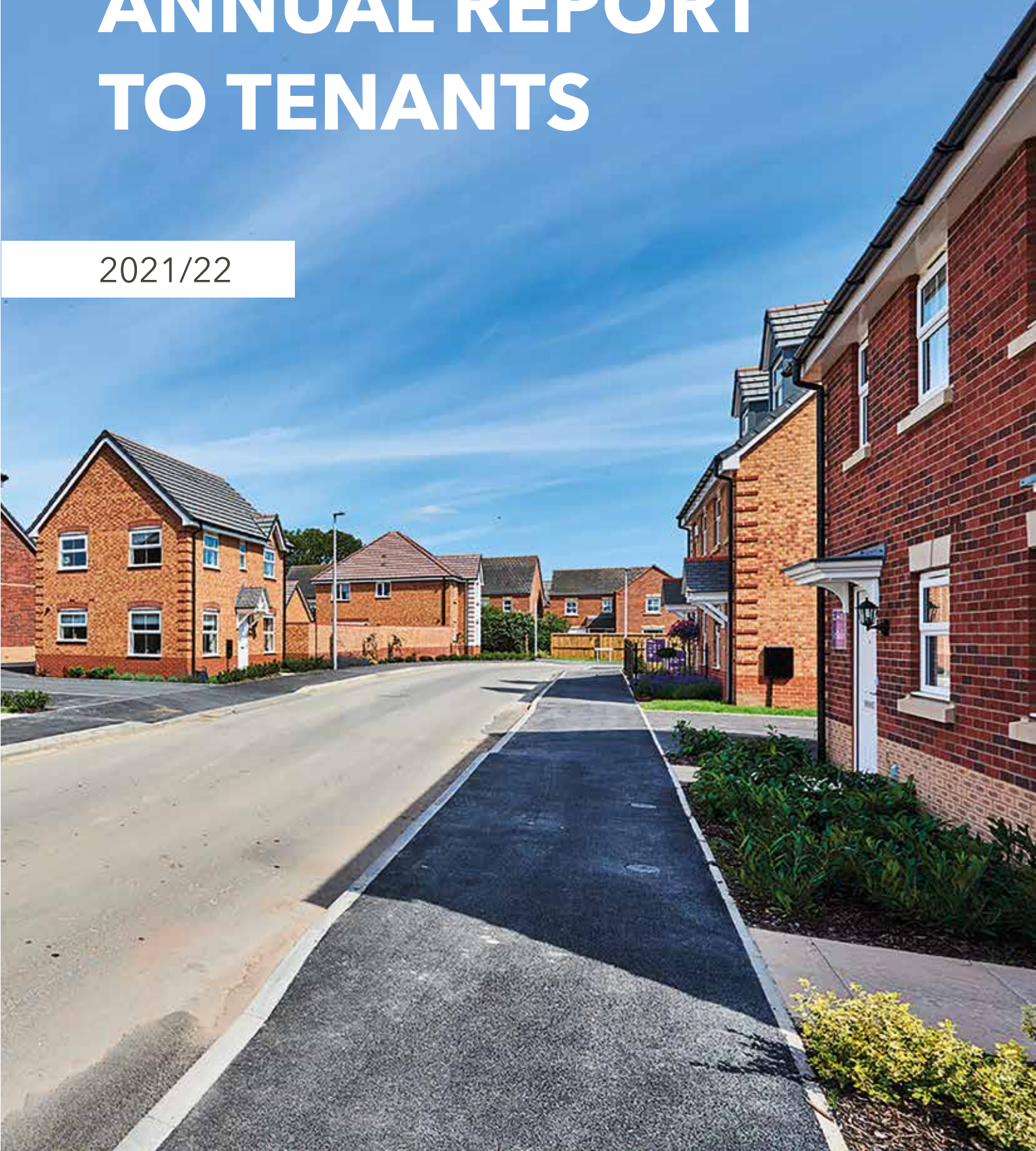


# ANNUAL REPORT TO TENANTS

2021/22



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## INTRODUCTION

Welcome to our 2021/22 Annual Report to Tenants.

This is a summary of the work carried out across Housing Services during this period. It explains how well our services are performing, highlights key achievements and the way we meet the standards set out by the Government in the “Regulatory Framework for Social Housing” regarding:

- Your home
- Your tenancy
- Your neighbourhood and community
- Tenant involvement



## OUR KEY SUCCESSES FOR 2021/2022

- 94 new properties built and let over the year
- £129,917 in additional income generated for residents through the Financial Inclusion Scheme
- 3285 visual Fire Safety Inspections of high-rise blocks and 3348 further inspections of low and medium high-rise blocks
- 15 Project Days completed by estates services to improve communal outdoor spaces
- 54 affordable zero carbon homes completed and handed over in 2022
- 3620 customers supported and responded to in an emergency by our Lifeline team
- Our gas servicing compliance averaged 99 % for the year
- More than 95% of properties had an electricity check
- The customer involvement team have carried out 91 new tenant surveys

EPCs carried out between April 21 - March 22. **1028**

Rating	Number of Properties
A	53
B	12
C	449
D	452
E	41
F	8
Blank	13
<b>Total</b>	<b>1028</b>

# YOUR HOME

The Council has a portfolio of 5576 homes across Warwick District

Breakdown of bedroom types:

Bedsit/Studio: 63

1 bed: 1360

2 bed: 1998

3 bed: 1903

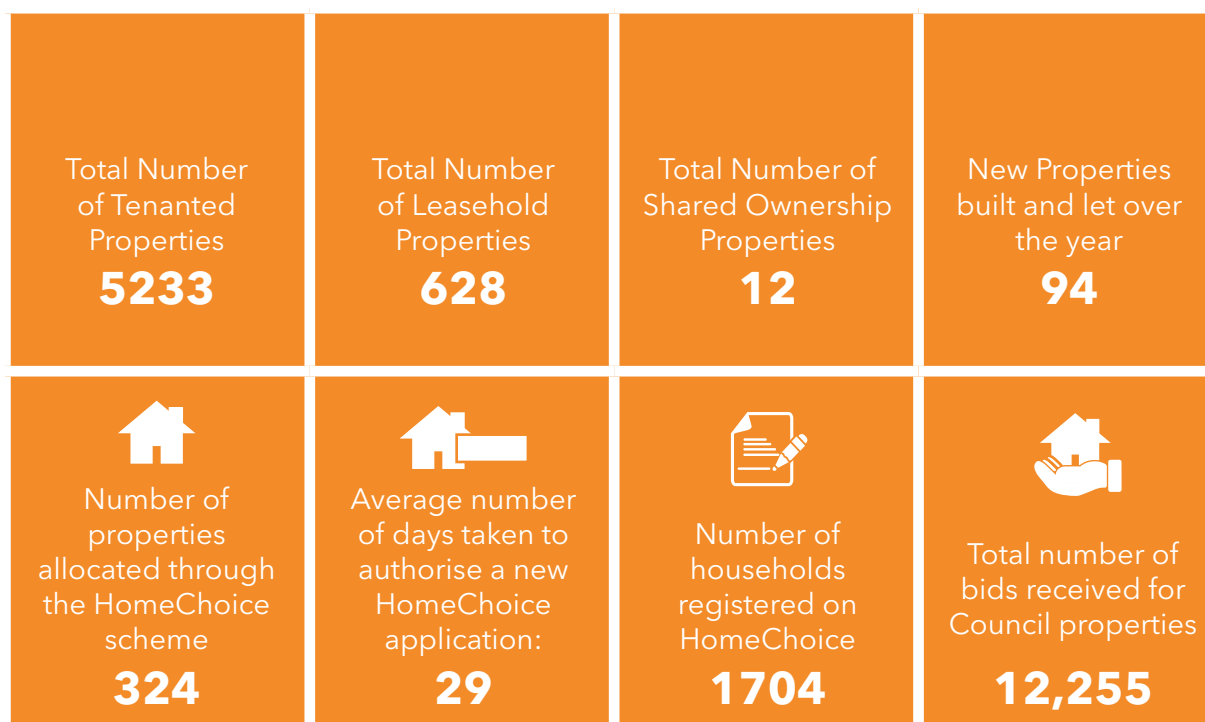
4 bed: 63

5 bed: 4

185 Sheltered Homes

1264 Garage Accounts

## Overview 31 March 2022



## Repairs and Maintenance

During the 2021/22 year, our repairs and maintenance team have completed 16,775 repairs to our properties.

- Repairs completed within target timescales - 2,437
- Routine Repairs Completed - 14,338
- Emergency Repairs Completed - 2,437
- During the same period, there were also a total of 403 repairs jobs done on empty properties to bring them back into use.



## Works at a Glance

- Kitchen installations - 113
- Bathrooms installations - 90
- Front Door installations - 234
- Back Door installations - 177
- Other Door installations - 34
- Window installations - 27

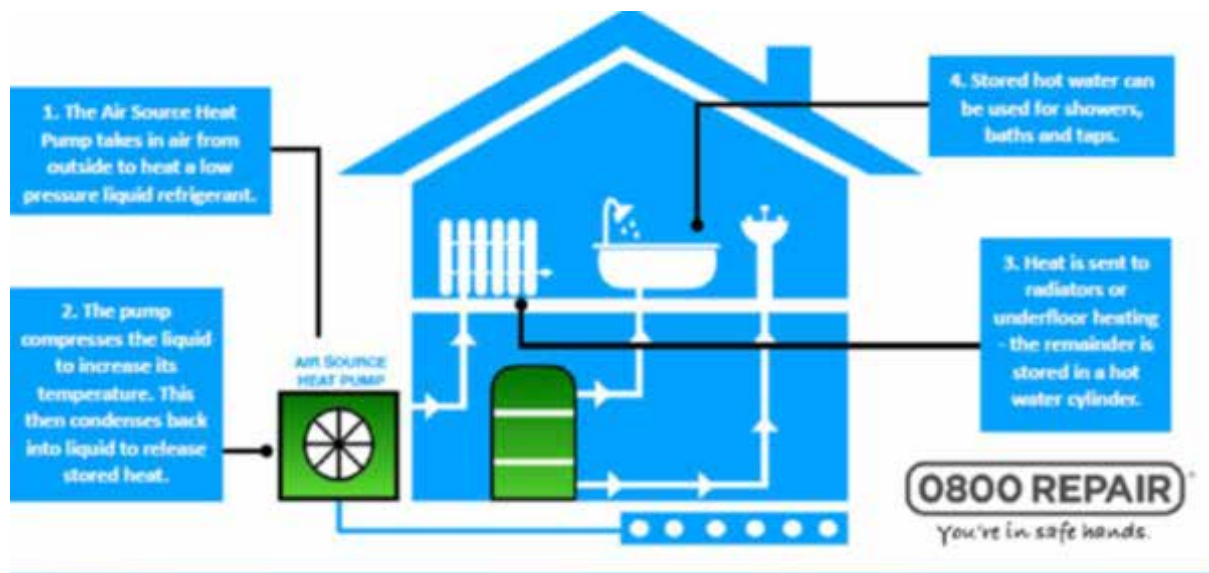
## Energy Efficiency Homes

We have been successful in obtaining funding from BEIS (Department for Business Energy Industrial Strategy) to deliver £7m funding to make social and private housing more energy efficient.

The funding has helped to install home energy efficient technologies to social properties including **17** air source heat pumps in a trail of this relatively new technology. Along with this, **54** solar photovoltaic panels have been installed as well as loft insulation.

We have worked with E.ON and Act on Energy on these schemes and the feedback from residents has been good during the installs with some tenants having already reported lower energy bills.

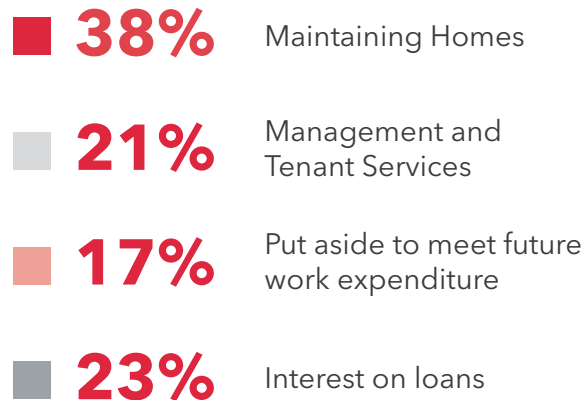
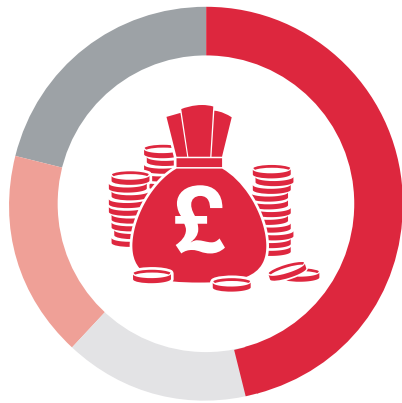
## How a Air Source Pump Works



# YOUR TENANCY

The Council is required to operate a separate account for the management and maintenance of its housing stock. This is called the Housing Revenue Account. The only income received into this account is rent and service charges paid by tenants, whilst all expenditure must relate to the cost of the housing services we provide for our tenants.

## For every £1 of income received we spend





Independent Living and Lifeline has had another busy year, we have improved our IT systems so that we can take calls in time for the switchover from analogue to digital. This is also allowing us to introduce new types of digital Lifeline products to support our customers. We have piloted a new project with Warwickshire County Council to support a customer with Epilepsy, keeping her safe in her home and when she is out and about with a new Epilepsy GPS tracking device. Our Sheltered schemes are all getting upgrades to the warden call system enabling residents to contact us easily and allowing us to add new technology into their homes. In addition our Housing Link Officer has been working closely with the professionals at the NHS and Warwickshire County Council to enable residents to be discharged in a timely manner from hospital if there are housing related issues preventing them from returning home.



**Around 558  
new clients  
have joined our  
service**

**1062 calls  
were attended  
to in the  
customer's  
home**

**We currently  
have 4877  
Lifeline  
customers**







## **YOUR NEIGHBOURHOOD AND COMMUNITY**

The health and wellbeing of our communities has been amongst the highest of our priorities in the past year. We have worked with partners to implement schemes which seek to maintain wellbeing, address the key issues associated with the pandemic and overcome inequalities.

**53 local organisations benefitted from funding these included:**

### **Helping Hands Community Project**

The services which run from Helping Hands depend on an army of volunteers. During the pandemic many volunteers were lost due to older people isolating and people's priorities changing. The grant they received enabled the project to recruit and train new volunteers. New volunteers have received DBS checks, food hygiene training (for the soup kitchen) and safeguarding training. By recruiting more volunteers the project has been able to continue to provide the soup kitchen four nights a week and run the men's and women's support groups on a weekly basis. The grant has also helped us recruit volunteers to keep the charity shop open. Overall our charity works with around 2,000 homeless and vulnerably housed people a year.

### **Brunswick Healthy Living Centre**

The employment Club supports individuals who are unemployed to move closer to the job market, supporting them into either paid employment or training. We do this through providing information, advice and guidance on employment, careers, training, education, and benefits. The service also helps the clients improve their softer skills such as confidence, assertiveness, self-esteem, and motivation. It also helps them to improve their computer skills and general health & wellbeing.

### **Friends of Acre Close Dementia group**

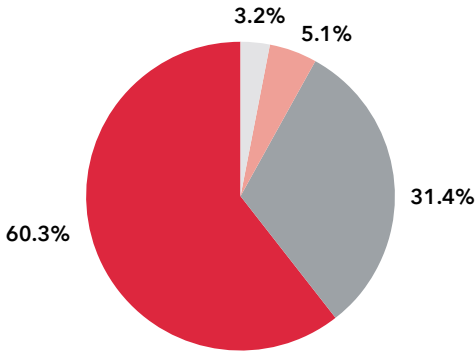
The grant they received enabled the Acre Close dementia group to start up again post covid. The group has began by meeting once a month for a 2 hour session. Support and refreshments have been provided for those with dementia, their families and those who have lost loved ones from dementia.



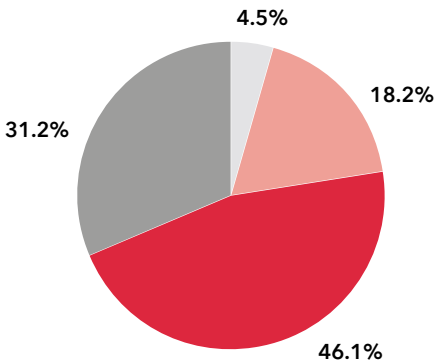
# TENANT ENGAGEMENT AND INVOLVEMENT

2021 to 2022 saw the launch of a revised survey for all new tenants. The responses to the 18 questions provided valuable feedback and insights into your experiences from when you first approached Housing Services:

How would you rate the information and advice provided about your Home Choice Application?



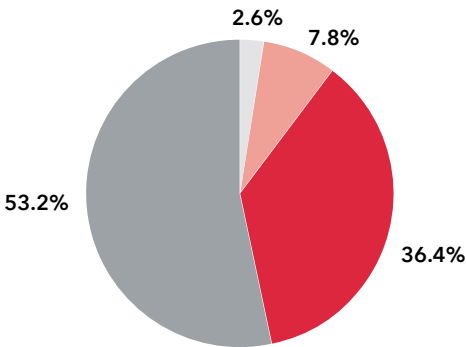
How would you rate the condition of the property when you viewed it?



■ Excellent ■ Good ■ Satisfactory ■ Poor

To your views on the condition of the property and how staff treated you:

How would you rate the way you were treated by Warwick District Council Housing Staff



■ Excellent ■ Good ■ Satisfactory ■ Poor

The survey also identified that two thirds of new tenants are interested in shaping how housing services are designed and delivered in the future. This is good to know as in 2021 to 2022 we started a review of our approach to tenant engagement with the help of TPAS (Tenant Participation Advisory Service) of which there will be much more to report on in 2022 to 2023.

# COMPLAINTS

At Warwick District Council we love to hear your views on how we are performing with regards to the service we are providing our residents. As part of this we have enabled an effective complaints process in line with the Housing Ombudsman's complaint handling code to learn from the issues that arise for residents and to take steps to improve the service we provide.

## Overview

Total Number of Stage 1 complaints received across Housing & Assets

**13**

Total Number of Stage 2 complaints received across Housing & Assets

**5**

Total Number of referral complaints to the Housing Ombudsman

**4**

## KEY CHALLENGES

In 2019 the UK Parliament set a commitment in law to reach net zero carbon emissions by 2050.

Achieving this target will require considerable effort with public bodies, private sector organisations, the third sector and individuals working together Warwick District Council declared a climate emergency in 2019, and in doing so committed to move the council's operations to being carbon neutral by 2030.

## Cost of Living Crisis

The 'cost of living crisis' refers to the fall in real disposable incomes (that is, adjusted for inflation and after taxes and benefits) that the UK has experienced since late 2021. It is being caused predominantly by high inflation outstripping wages and benefit increases and has been further exacerbated by recent tax increases. The current cost of living crisis which the country faces will be one of our main challenges moving forward. We will look to support our residents in as many ways as possible and ensure that we tackle the crisis as a priority.





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