



# Annual Report to Tenants

2022/23



# Contents

- Introduction ..... 1
- Key Success ..... 2
- Your Home ..... 3
- Your Tenancy ..... 5
- Your Neighbourhood and Community ..... 7
- Tenant Involvement ..... 8
- Key Challenges ..... 12

## Introduction

**Welcome to our 2022/2023 Annual Housing Report for tenants.**

This is a summary of all the work carried out across Housing Services in the last financial year. It explains how well our services are performing, highlights our key achievements and the way we meet the standards set by the government in the “Regulatory Framework for Social Housing”.

It also highlights how we supported our communities through the challenges of Covid-19, the Ukrainian War, cost-of-living crisis and the mourning of our late Queen Elizabeth II.

# Key Success

- Our financial Inclusion Team generated **£215,793** in additional income for residents through the Financial Inclusion Scheme
- 46 new properties built and let **to an EPC A standard**
- We have carried out **3285** visual Fire Safety Inspections of high-rise blocks and a further **3108** inspections of low and medium high-rise blocks
- Our gas servicing compliance averaged at **99.9%** for the year
- Our electrical installation compliance averaged at **95.0%** for the year
- We have supported Ukrainian guests through being housed in properties and with hosts

## EPCs grades at year end

Rating	Number of Properties
A	2.5%
B	4.6%
C	47.8%
D	40.3%
E	4.8%

# Your Home

The Council has a portfolio of **5,552** homes across the Warwick District.

## Bedroom types:

1 bed: <b>1513</b>	5 beds: <b>4</b>
2 beds: <b>1998</b>	Bedsit/Studio: <b>64</b>
3 beds: <b>1908</b>	Sheltered Homes: <b>185 (1 bed units)</b>
4 beds: <b>65</b>	Garage accounts: <b>1072</b>

## Overview

<b>5,276</b> Total Number of Tenanted Properties on 31 <sup>st</sup> March 2023	<b>641</b> Total Number of Leasehold Properties on 31 <sup>st</sup> March 2023	<b>33</b> Total Number of Shared Ownership Properties on 31 <sup>st</sup> March 2023	<b>46</b> New Properties built and let over the year
--	---	---	---

**427**

Number of Council properties allocated through the Home Choice scheme during the year

**28**

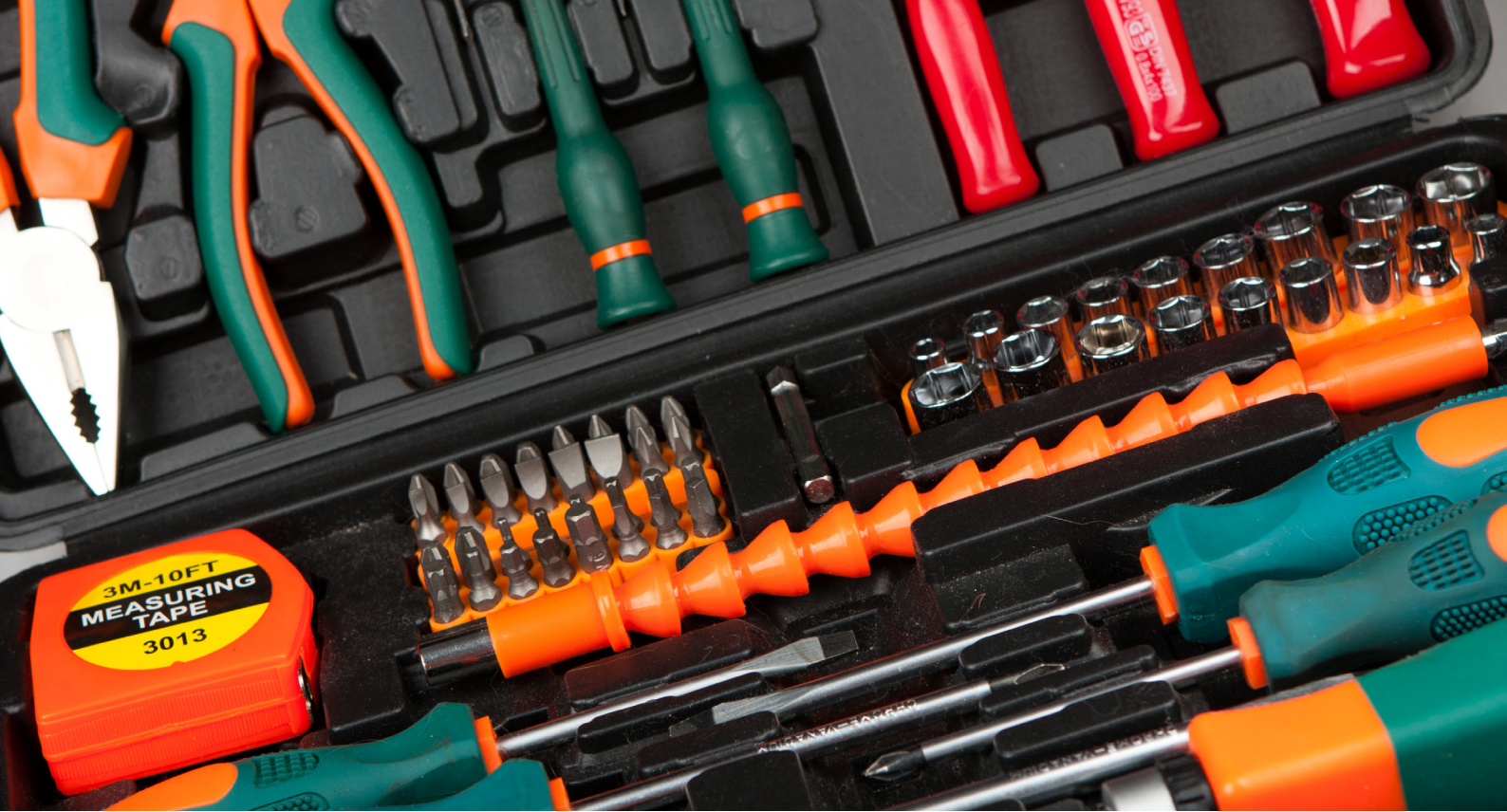
Average number of days taken to register a new Home Choice application over the year

**1,575**

Number of households registered on Home Choice on 31<sup>st</sup> March 2023

**29,605**

Total number of bids received for Home Choice properties during the year










## Repairs and Maintenance

During the 2022/23 year, our repairs and maintenance team have completed **21,140** responsive repairs on our properties.

- Repairs completed within target timescales: **17,757** OR **84%**
- Routine Repairs Completed: **18,357**
- Emergency Repairs Completed: **2,783**
- A total of **509** repairs jobs were completed on empty properties to bring them back into use.

## Works at a Glance

-  Front doors: **89**
-  Rear doors: **76**
-  Windows: **607** windows over **90** properties
-  Bathrooms: **21**
-  Level Access Shower (on the Kitchen and bathroom Stream, not Aids and Adaptations properties): **1**
-  Kitchens: **44**
-  Properties re-roofed: **100**

# 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 to 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.

## How each £1 received is spent



38%	Maintaining Homes
21%	Management and Tenant Services
17%	Put aside to meet future work expenditure
23%	Interest on loans

**The Financial Inclusion team have helped tenants to save or raise an additional £215,793.**

### This includes:

HB & DHP awarded - **£76,912**

CTR claimed - **£33,233**

Debt written off - **£15,021**

Charity awards - **£8,864**

New welfare benefit claimed - **£8,411**

Backdated welfare benefits - **£22,451**

Severn Trent Big Difference Scheme - **£21,375**



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.

**1743**  
Ambulances  
Called

**709**  
Referrals  
for Lifeline

**250**  
'Fall' calls  
taken



# Neighbourhood and Community

Our Community Safety Officers have been working towards preventing County Lines and Cuckooing in the District. These are terms used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines.

They are likely to exploit children and vulnerable adults to move and store the drugs and money, often using coercion, intimidation, violence (including sexual violence) and weapons.

County lines gangs use children and vulnerable people to courier drugs and money. A young person who is involved in county lines activity might exhibit some of these signs:

 <p>Persistently going missing from school or home, or being found out-of-area</p>	 <p>Unexplained acquisition of money, clothes or mobile phones</p>	 <p>excessive receipt of texts or phone calls</p>	 <p>Relationships with controlling, older individuals or gang association</p>	 <p>Leaving home or care without explanation</p>
 <p>Suspicion of self-harm, physical assault or unexplained injuries</p>	 <p>Parental concerns</p>	 <p>Significant decline in school performance</p>	 <p>Significant changes in emotional well-being</p>	





## **South Warwickshire Community Safety Partnership Office of the Police and Crime Commissioner Funded Projects**

These are projects funded by South Warwickshire Community Safety Partnership with the Office of the Police and Crime Commissioner.

### **Target Hardening Initiative:**

12 Subscription free Ring Doorbells purchased with 11 installed across Warwick District. The recipients were identified through local County Lines Vulnerability Groups and have been impacted by Cuckooing and/or County Lines activity. This promotes feelings of safety and a sense of control.

### **Diversion and Prevention Initiatives:**

Facilitated by LAMP Music in Leamington Spa, a music production project for 12-18-year-olds is being held regularly. Attendees have access to a modern music studio with the latest technology and software where they are encouraged to use positive lyrics and branding. The project focuses on four key areas: Music Technology & Production, Writing Lyrics and Live Performance. LAMP Music mentors document a young person's progress with an individual PDP and positive changes in behaviour has been reported by parents/guardians along with improved school attendance/ engagement.

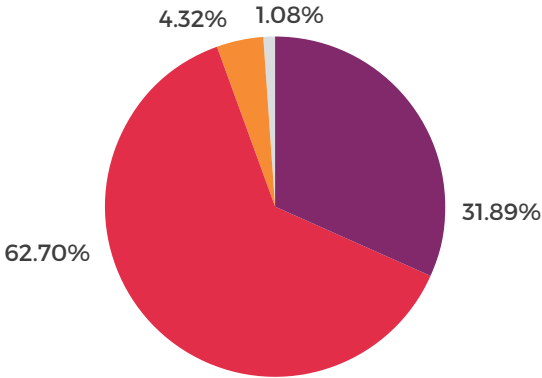
# **Tenant Engagement and Involvement**

The Regulator of Social Housing on 1<sup>st</sup> April 2023 introduced 'Tenant Satisfaction Measures' which previously was measured and published in different ways. The regulator has introduced this new method in order to make it easier for tenants to compare landlords on a like-for-like basis.

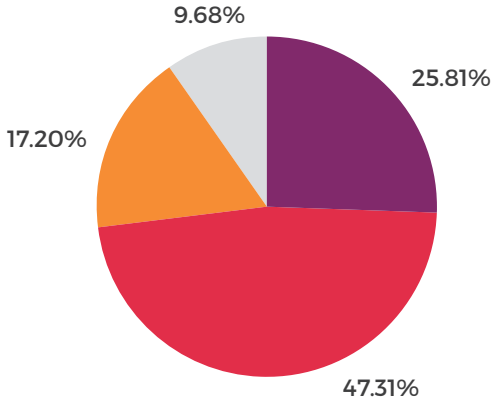
We measure tenant satisfaction through our tenant survey which gives the tenants an opportunity to provide a rating and feedback on the service they have received. The measures are intended to give landlords an insight to improve services and for tenants to inspect landlords and hold them accountable when needed. Overall, these measures show the Regulator whether landlords are meeting the required regulatory standards and are reported on annually.

Our Tenant Surveys provide 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?**

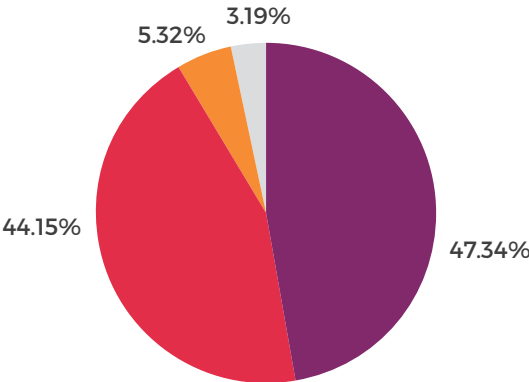


**How would you rate the condition of the property when you viewed it?**



■ Excellent ■ Good ■ Satisfactory ■ Poor

**How would you rate the way you were treated by the staff at Warwick District Council housing staff?**



■ Excellent ■ Good ■ Satisfactory ■ Poor

With a total of 188 surveys completed, we identified that 39.36% of our new tenants were interested in being involved with how housing services is designed and delivered in the future.

## Tenant Satisfaction Measures:

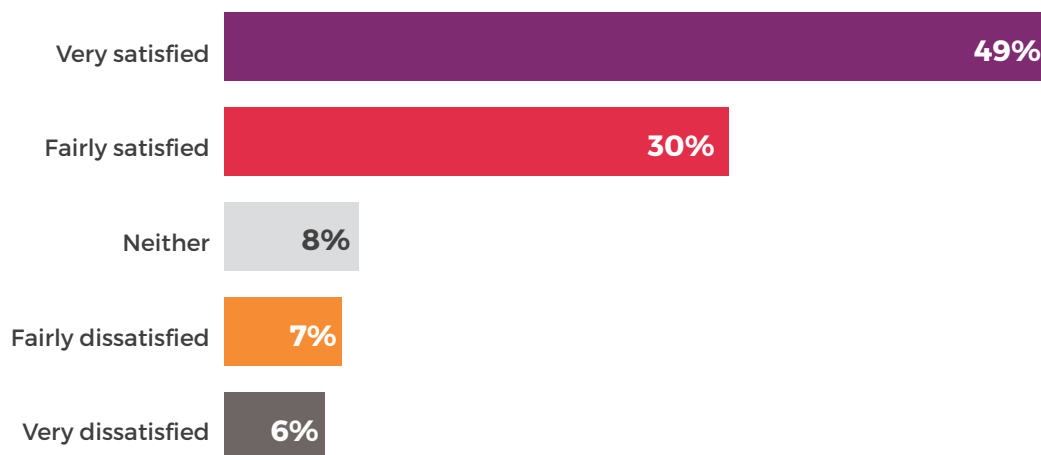
### General

Overall, **77%** of tenants were fairly or very satisfied with the overall service provided by Warwick District Council Housing Services, while 11% were dissatisfied.

### Repairs and Maintenance

- **64%** of those surveyed confirmed that they had repairs done to their home in the last 12 months.
- Almost **80%** said that they were fairly or very satisfied with the repairs service, while **13%** were fairly or very dissatisfied.
- **70%** said that they were satisfied with the time taken to complete the most recent repair, while **22%** were dissatisfied.
- **77%** were satisfied that WDC provides a well maintained home which is safe to live in, while **12%** were dissatisfied.

#### How satisfied or dissatisfied are you with the repairs service you received?



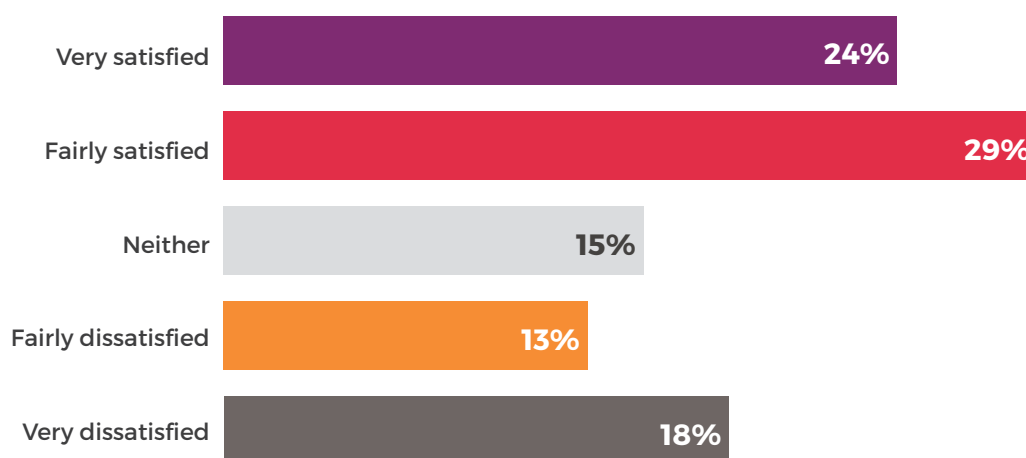
### Consultation and Communication

- **61%** of tenants were satisfied with how WDC listens to views and acts on them.
- **72%** of those surveyed were satisfied with the way WDC keeps them informed, while **9%** were dissatisfied.
- **79%** of residents agreed that WDC treats its residents fairly and with respect.

### Communal Areas

- **38%** of respondents lived in a building with communal areas
- **3%** were satisfied that WDC keep these communal areas clean, safe and wellmaintained. **31%** were dissatisfied.

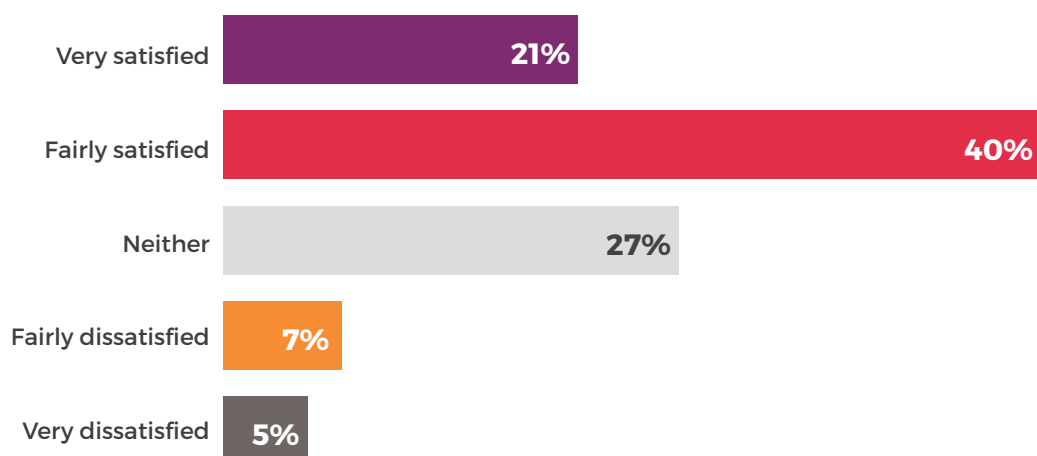
**How satisfied or dissatisfied are you that Warwick District Council keeps these communal areas clean, safe, and well maintained?**



**Your Neighbourhood**

- **61%** were satisfied with the extent to which WDC makes a positive contribution to their neighbourhood. **12%** were dissatisfied.
- **55%** were satisfied with the way WDC deals with anti-social behaviour. Dissatisfaction was **15%**.
- **58%** of residents thought car parking was either a major or minor problem, as opposed to **41%** who cited it was not a problem.
- **28%** felt that vandalism was either a major or minor problem, while **72%** did not.
- **22%** of respondents felt that their neighbourhood had improved in the last three years. However, the percentage who felt it had declined remained the same at **21%**.

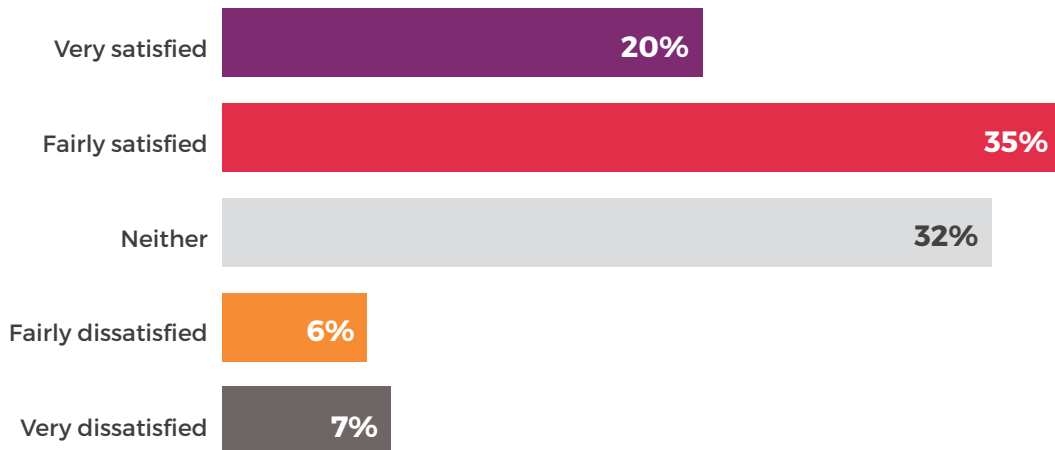
**How satisfied or dissatisfied are you with the extent to which WDC makes a positive contribution to your neighbourhood?**



## Complaints

- **70%** of respondents agreed that they knew how to make a complaint to WDC if they were not happy with the service they received. **10%** did not know how to make a complaint.
- **55%** of tenants were satisfied with WDC's approach to handling complaints, while **13%** were dissatisfied.

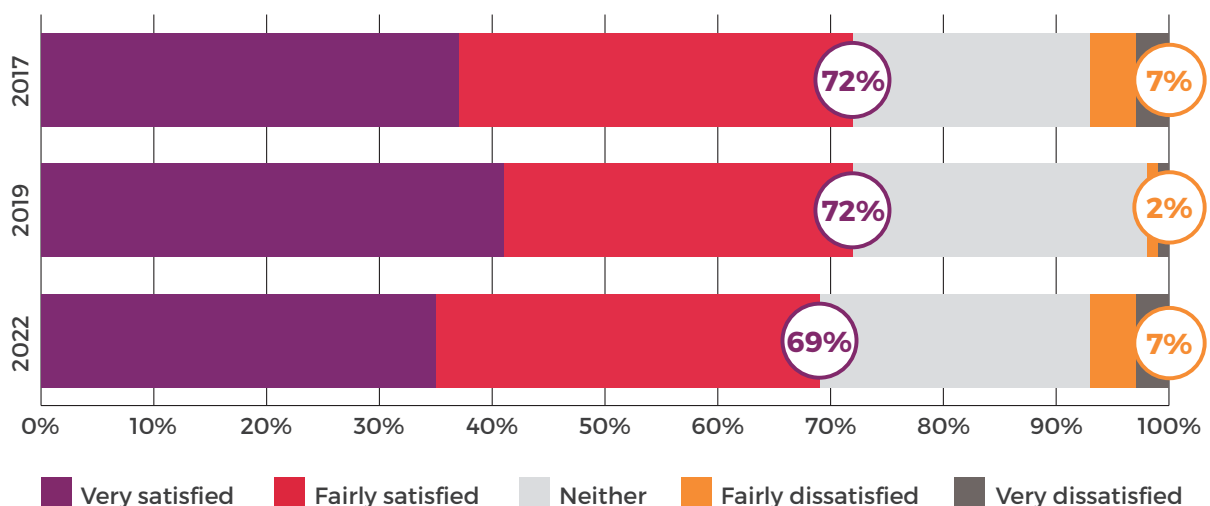
### How satisfied or dissatisfied are you with Warwick District Council's approach to complaints handling?



## Rent and Income

- **73%** were satisfied with the advice and support they received from the Council with claiming housing benefit and other welfare benefits. **6%** were dissatisfied.
- **69%** of respondents were satisfied with the advice and support received from WDC when managing their finances and paying rent and service charges. **7%** were dissatisfied.

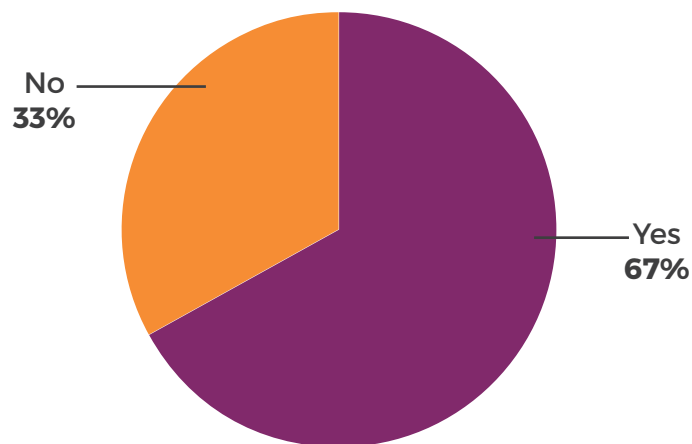
### Satisfaction with the advice and support you receive from Warwick District Council with managing finances, paying rent and service charges



## Contacting WDC

- **52%** of tenants stated they had contacted WDC Housing Services in the last year with a query other than to pay rent.
- The main reason for contacting Housing Services was to report a repair, with **78%** of respondents doing this.
- **57%** felt that getting hold of the right person was easy. **20%** felt that it was difficult.
- **75%** of tenants found the person dealing with their query to be helpful.
- Two thirds of tenants responding said that their query had been dealt with the first time they made contact.
- **91%** of respondents felt that their query had been dealt with in a reasonable time.

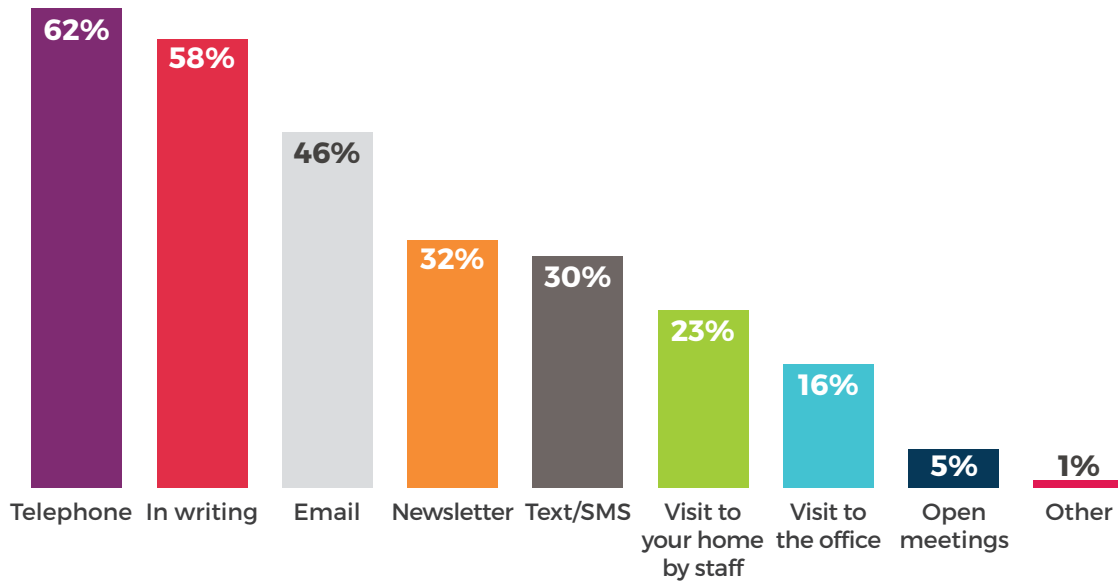
### Was your query dealt with the first time you made contact?



## Information

- The percentage of people with access to the internet at home has increased to **68%**. However, there is still a significant proportion who do not – **32%**.
- Methods of being kept informed have changed slightly over the past few years. While telephone and writing still remain the most popular methods, email has become far more popular, with nearly **50%** saying they were happy to use this, as has the use of Text/SMS.
- Visiting the office and open meetings have fallen in popularity, perhaps due to the impact of Covid on people's preferences and habits, plus the office opening times. Newsletters have also fallen in popularity, although still remain a good method for a third of tenants responding.

**Which of the following methods of being kept informed and getting in touch with Warwick District Council are you happy to use?**



**Household Profile**

- One in ten households contain three adults or more.
- **18%** of households contain one or more children
- **52%** of respondents were aged 65 or over.
- **36%** of respondents were male and **58%** female.
- **81%** of respondents were heterosexual, with **15%** preferring not to say.
- **59%** of respondents were Christian.
- **29%** of the sample had a member of the household whose day to day activities were limited because of a health problem which has lasted, or is expected to last, at least twelve months.
- **52%** of households currently receive housing benefit or help with housing costs from Universal Credit.
- **87%** of main tenants and **82%** of partners were white. **5%** of main tenants and **9%** of partners were from the “any other white background”.



# 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



# 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 organizations, 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)