

# Annual Summary 2015-2016

## Tenant involvement and empowerment and customer care

### Tenant involvement and empowerment and customer care

Customer services and choice

Tenant involvement and empowerment

Understanding and responding to your needs

### Tenant Involvement

The council is committed to giving tenants the opportunity to get involved in the management of their housing and the services we provide.

Currently we run a number of forums and groups for tenants which include:

#### District-wide Tenants' Forum:

The Forum meets every 3 months and 10 areas are currently represented.

It also includes representation from sheltered housing and leaseholders.



#### Quality Groups:

The Neighbourhood Management Quality Group

The Repairs Quality Group

The Leaseholder Quality Group

Other Groups available for tenants to join are:

Sheltered Housing Surgeries

Block Voice Representatives

Environmental Budget Sub-Group

Tenants and Resident Groups

Tenant Audit Inspectors



# Your home

Overall tenant satisfaction with repairs was



## Repairs and maintenance

## Quality of accommodation

**We Carried Out**

# Over 10,000

responsive repairs to homes, and communal areas. This figure remains roughly the same as the previous years.

**We Spent**

# 4.5 million

on maintaining Council Housing to the Lancaster Standard and on investment works for the future.

**This Cost**

# 2.5 Million

was spent on repairs

**Gas Safety**

# 100%

We have continued to work hard to carry out annual gas safety checks in all our properties.

By March 31<sup>st</sup> this year we can proudly say we have managed to complete 100% of our gas safety checks for tenants' homes.

**We Spent**

# £200,000

on providing disabled adaptations to assist people to live independently in their own home

**122** homes had their windows replaced

**153** kitchens were renewed

**104** properties had their external doors replaced

**530** properties had new isolator switches installed onto their incoming electricity supplies

**185** homes had their central heating systems upgraded to 'A' rated boilers

**114** bathrooms were upgraded

**162** consumer boards were replaced

**22** communal areas were installed with new LED fittings replacing existing inefficient fittings.

**4** solar panel installations were carried out

**10** homes were rewired

**1** sheltered housing scheme had their lifts replaced

# Tenancy Standard

Properties were allocated as priority lets for homeless applications **30**

## Allocations

### The Housing Register:

There are



Compared to last year's figure of:



This year's register was made up of:



## Tenancy

### We Let:

**322** Homes



**3774** council tenancies

## Council Tenants Looking To Move

**373** council tenants wanted a transfer

**23%** of all lettings were transfers



# Neighbourhood and Community Standard

## Neighbourhood management

### Tenant Satisfaction:



**80%** of tenants satisfied with the neighbourhood as a place to live



**76%** of tenants satisfied with the overall appearance of their neighbourhood.



**66%** of tenants are satisfied with how we tackle and respond to anti-social behaviour

## Anti-social behaviour

In 2015 - 2016

**172** new cases of anti-social behaviour were reported

Which include

**47** cases of noise nuisance. Last year this figure was **72**

**33** cases were of verbal abuse/harassment/intimidation/threats. This figure is lower than last years at **42**

**8** cases of misuse of Communal Areas/Public Space, down by **3** from last year's figure of **11**

**Hate Incidents**

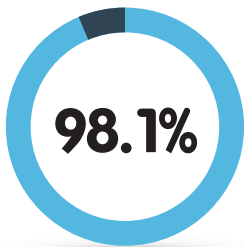
**5** of the cases were considered to be a Hate Related Incident

**4** of the cases concerned domestic violence, which is an increase over the previous year's figures

# Rents and Service Charges

## Rent – council housing

### Collection Rate



of rent due was collected. We still remain a top performing council for rent collection

Current tenant arrears totalled:

£268,231

## The Cost of Managing and Maintaining Council Housing:

Nearly 50% of all rent arrears were owed by just 167 tenants

50%



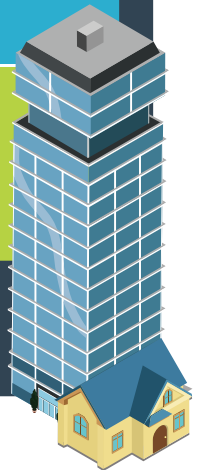
17 tenants were evicted for rent arrears this year, 1 more than the previous year

Total number of introductory tenants in arrears:

339

Total number of secure tenants in arrears:

840

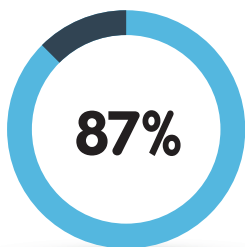


Total count of tenants in arrears for 2015-2016 is: **1185**

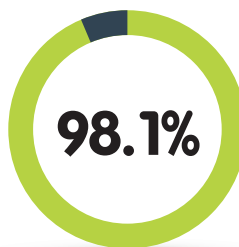
This figure is up by 129 tenants from 2014-2015 final number of

**1056**

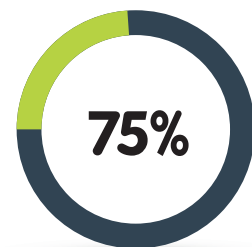
129



of tenants are satisfied that their rent provides value for money



of rent due was collected



of satisfied that service charges provide value for money