



Notice of a public

Decision Session - Executive Member for Housing & Safer Neighbourhoods

To: Councillor Brooks

Date: Thursday 28 February 2019

Time: 2.00 pm

Venue: The King Richard III Room (GO49) - West Offices

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00 pm** on **Monday 4 March 2019**.

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Customer and Corporate Services Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by 5.00pm on Tuesday 26 February 2019.

1. Declarations of Interest

At this point in the meeting, Members are asked to declare:

- any personal interests not included on the Register of Interests

- any prejudicial interests or
 - any disclosable pecuniary interests
- which they may have in respect of business on this agenda.

2. Minutes (Pages 1 - 2)
To approve and sign the minutes of the meeting held on 25 October 2018.

3. Public Participation
At this point in the meeting, members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Wednesday 27 February 2019**. Members of the public can speak on agenda items or matters within the Executive Member's remit.

To register to speak please contact the Democracy Officers for the meeting, on the details at the foot of the agenda.

Filming, Recording or Webcasting Meetings

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Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officers (contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at

https://www.york.gov.uk/downloads/file/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_20160809

4. Tenant Satisfaction Survey - Results (Pages 3 - 32)
This is the report on the outcomes of the 2018/19 Annual Tenant Satisfaction Survey.

5. Update on the YorProperty Accreditation Scheme (Pages 33 - 46)
This report considers the need to continue the Council's support of the YorProperty Accreditation scheme for the Private Rented Sector following the introduction of new laws.

6. Urgent Business
Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Chris Elliott

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For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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City of York Council

Committee Minutes

| | |
|---------|--|
| Meeting | Decision Session - Executive Member for Housing & Safer Neighbourhoods |
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| | |
|------|-----------------|
| Date | 25 October 2018 |
|------|-----------------|

| | |
|---------|--------------------|
| Present | Councillor Douglas |
|---------|--------------------|

14. Declarations of Interest

No additional interests were declared.

15. Minutes

Resolved: That the minutes of the meeting held on 20 September 2018 be approved and signed by the Executive Member as a correct record.

16. Public Participation

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

17. Former rent arrears write off debts over £5000

Officers presented the case for writing off former tenant arrears that were unlikely to be recovered. The Executive member questioned officers on the timescale of the individual cases presented and agreed that the option to write off these arrears was in the best interest of the Council.

Resolved: That Former Tenant Arrears over £5000 be written off on the understanding that if necessary they can be re-instated at a later date.

Reason: It is considered good financial practice to write off uncollectable debts so that they do not count

against the bad debt provision within the Housing Revenue Account. Debts can be written back onto a customer's account if they come to the attention of Housing Services in the future and will be applied against policies which consider housing related debt.

Councillor H Douglas, Chair
[The meeting started at 14:00 and finished at 14:05].



**Decision Session - Executive Member for
Housing and Safer Neighbourhoods****28 February 2019**

Report of the Assistant Director – Housing and Community Safety

2018/19 Tenant Satisfaction Survey Results**Summary**

1. This is the report on the outcomes of the 2018/19 Annual Tenant Satisfaction Survey, (hereafter referred to as the Survey) which is the biggest single gauge of satisfaction across Landlord Services by tenants of City of York Council (CYC) owned housing stock.

Recommendations

2. The Executive Member is asked to:
 - Consider the results of the 2018/19 Tenant Satisfaction Survey and note the officer comments regarding future action
 - Agree to run a Tenant Satisfaction Survey for 2019/20.

Reason: to ensure that CYC has up to date information regarding customer satisfaction, enabling landlord and building services to target resources and improvements to those services prioritised by customers, and to feed into the annual Housemark benchmarking return.

Background / Process

3. The Survey was conducted by the Business Intelligence Hub (independently of housing services) between September and November 2018.
4. While the Survey was primarily carried out by post, contact by email was also used to encourage tenants to complete the survey online, and all participants had the option to complete the survey online rather than filling in a paper form.

5. A randomly selected representative sample of 2,800 tenants (from 7,479 total lead tenants) was contacted. We received 595 responses representing 21% of the sample population, which is 8% of the total lead tenant population. This was a cross-sectional study, which means that although the sampling method used reflected the demographics of the population, the response did not.
6. The 2018/19 results are statistically significant to within a +/- 3.6% confidence interval (CI), so the “true” answer, if all tenants had responded, is within +/- 3.6% of the percentages quoted in this report..
7. This is the third running of the 25 question survey, having been reduced from 44 questions in 2015/16.
8. The Tenant Scrutiny Panel was given the opportunity to contribute to the 2018/19 Survey and a small number of questions have been added or changed to reflect their views.
9. Any reported change is done so in percentage points (PP) unless otherwise stated. For example if an indicator with a value of 10% increased by 5%, the product would be 15% (10%+5%PP), rather than 10.5% (10%+[5/100]%).
10. Throughout this report results and commentary are provided in relation to levels of ‘satisfaction’. This variable is the sum of those who responded to a question as either ‘very satisfied’ or ‘fairly satisfied’. Therefore all comparisons made to ‘satisfaction’ relate to the change in positive satisfaction.

Summary

11. The Survey feeds into benchmarking the housing service against national comparators, using Housemark.¹ Housemark prescribes a set of core questions which are detailed in table 1; asking these core questions every year allows CYC to measure its performance on tenant satisfaction against other social housing providers.
12. It is not possible to compare our 2018/19 performance with other providers’ (such as Housing Associations or Local Authorities) 2018/19 performance, as their data is not released until later in 2019. For this reason the 2017/18 Housemark national benchmark is used as a general gauge of where CYC sits with national comparators. A caveat of this data is that it is provided to the nearest whole number. The Housemark

¹ Housemark is the independent core benchmarking service that CYC uses. Details at <https://www.housemark.co.uk/>

national average tends not to alter much over time, so it is reasonable to assume that the 2018/19 figures, when published, will not differ all that much from the 2017/18 figures quoted here.

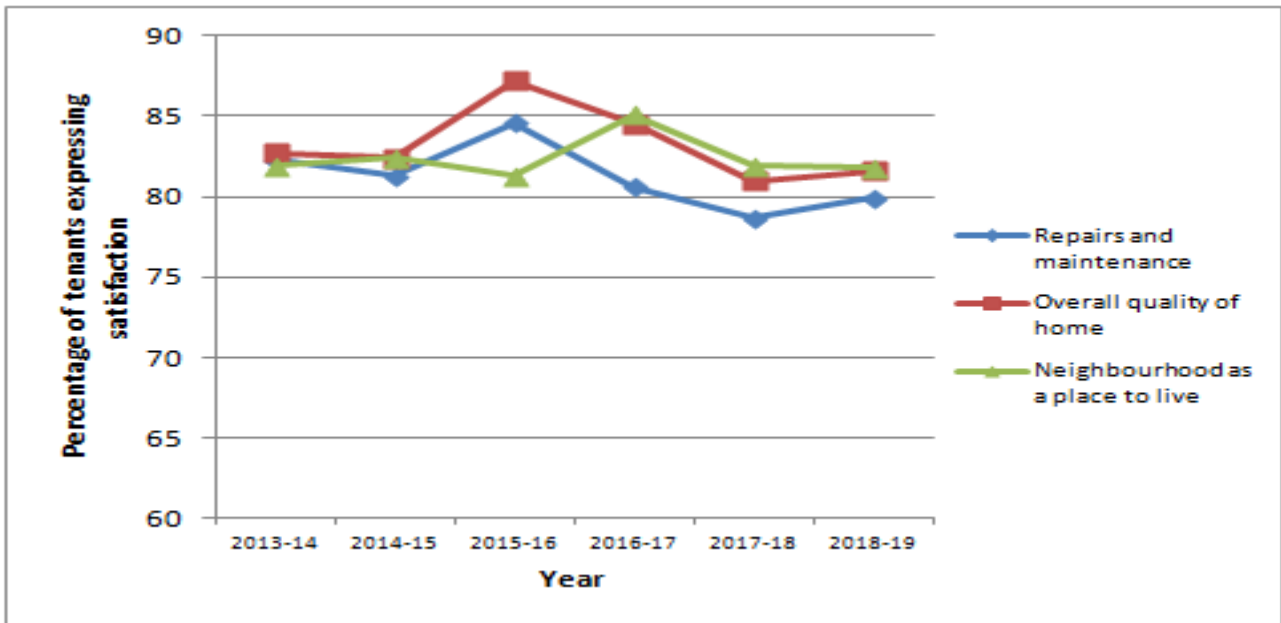
13. Only table 1 provides information in relation to the national benchmark. Throughout this report any comparison made to the national benchmark is done so in the commentary. All information in tables refers to the current year's results (2018/19) compared to last year's results (2017/18).

Table 1 shows how CYC performed on the Housemark core questions compared with its performance in 2017/18. Please note that core questions are denoted by an asterisk (*) throughout this report.

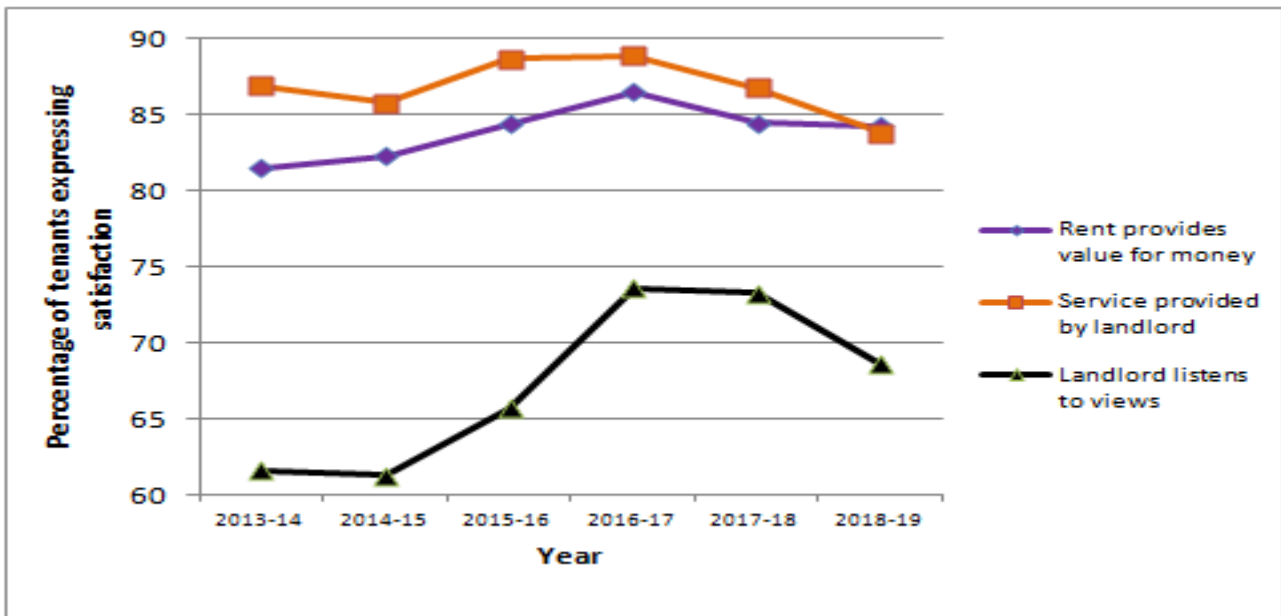
| Table 1: Housemark core questions | 2018/19 | Difference |
|---|----------------|-------------------|
| Repairs and maintenance* | 79.9% | +1.1% |
| Overall quality of their home* | 81.6% | +0.7% |
| Neighbourhood as a place to live* | 81.8% | -0.1% |
| Rent provides value for money* | 84.3% | -0.2% |
| Service provided by the landlord* | 83.8% | -3.0% |
| Landlord listens to their views and acts on them* | 68.6% | -4.7% |

14. Of the six core questions, there were two notable decreases in satisfaction, one improvement and the rest changed by less than one percent.
15. Graphs 1 and 2 on the following page show how performance on the Housemark core questions has changed over the last five years.

Graph 1: Percentage of tenants expressing satisfaction with: Repairs and maintenance; Overall quality of home; and Neighbourhood as a place to live, 2013-14 to 2018-19



Graph 2: Percentage of tenants expressing satisfaction with: Rent providing value for money; and maintenance; Service provided by landlord; and Landlord listens to views, 2013-14 to 2018-19



16. The following tables show the most significant fluctuations in satisfaction compared to last year.

| Table 2: Headline improvements in satisfaction since 2017/18 | | |
|---|----------------|----------------------------|
| Tenant satisfaction with... | 2018/19 | Change from 2017/18 |
| Being told when workers would call | 86.4% | +3.1% |
| Repairs and maintenance* | 79.9% | +1.1% |
| Overall quality of your home* | 81.6% | +0.7% |
| Ease of reporting a repair | 87.3% | +0.7% |
| The way complaint about housing services was handled | 44.2% | +0.5% |

| Table 3: Headline decreases in satisfaction since 2017/18 | | |
|--|-----------------------|----------------------------|
| Tenant satisfaction with... | 2018/19 figure | Change from 2017/18 |
| How easy it was to make your complaint | 56.3% | -14.6% |
| How landlord deals with complaints | 54.3% | -6.0% |
| Landlord listens to your views and acts upon them* | 68.6% | -4.7% |
| Overall, the final outcome of a complaint | 35.9% | -4.6% |
| Service provided by landlord* | 83.8% | -3.0% |

17. The survey results are grouped according to housing's four themes, the broad contents of which are shown in table 4 below. The full survey results are shown in Annex 1 with the highlights from each theme contained in this report.

| Table 4: Housing Themes | | |
|--------------------------------|------------------------------------|--|
| Theme | Tenant Satisfaction with... | |
| 1 | Your Property | Repairs, gas servicing and overall property condition |
| 2 | Your Place | Place to live, neighbourhood and estate services |
| 3 | Your Service | Customer service, complaints, rent and overall service |
| 4 | Your Say | Resident involvement and tenant influence |

Theme 1: Your Property

18. Of the 13 property questions related to satisfaction, one saw a decrease above 1%, and four saw an improvement of above 1%. All other questions saw a non-significant change (above or below 1%). Table 5 shows the results for core questions and headline changes.

| Table 5: Headline changes in satisfaction since 2017/18 | | |
|--|-----------------------|----------------------------|
| Tenant satisfaction with... | 2018/19 figure | Change from 2017/18 |
| Increases in satisfaction | | |
| Contractor showed proof of identity ^α | 61.4% | +4.8% |
| Being told when workers would call ^β | 86.4% | +3.1% |
| Keeping dirt and mess to a minimum ^β | 89.6% | +2.3% |
| Repairs and maintenance* | 79.9% | +1.1% |
| Overall quality of the home* | 81.6% | +0.7% |
| Decreases in satisfaction | | |
| The attitude of the workers ^β | 91.5% | -1.4% |
| The repair being done 'right first time' ^β | 78.8% | -0.8% |

^α'Contractor proof of identity' was not a satisfaction oriented question

^β"Thinking about your last completed repair how satisfied or dissatisfied were you with each of the following"

19. The core question relating to 'repairs and maintenance' improved by 1.1% compared to last year's survey (79.9% of respondents said they were satisfied). The Housemark national benchmark for this indicator in 2017/18 was 79%.
20. The second core question in this theme, regarding 'overall quality of the home', saw a small improvement compared to last year (81.6% said they were satisfied, an increase of 0.7%). The Housemark national benchmark for this indicator in 2017/18 was 85%.
21. The questions which received the greatest change in this theme relate to specific aspects of the repairs service. Responses for these questions came from a subset of respondents who answered 'Yes' when asked whether they have had a repair in the last 12 months.

22. For the repairs service, the highest levels of satisfaction were with: the attitude of the workers (91.5% expressed satisfaction, a decrease of 1.4% from 2017/18); keeping dirt and mess to a minimum (89.6% said they were satisfied, an increase of 2.3% from 2017/18); and ease of reporting a repair (87.3% were satisfied, an increase of 0.7% from 2017/18).
23. The lowest levels of satisfaction with the repairs service were in these areas: time taken before work started (78.3% said they were satisfied, an increase of 0.4% from 2017/18); the repairs being done 'right first time' (78.8% expressed satisfaction, a decrease of 0.8% from 2017/18); and being able to make an appointment (83.1% were satisfied, an increase of 1.7% from 2017/18).
24. Overall, this theme has seen an improvement in satisfaction compared to last year's survey. Furthermore, although not analysed in this report, levels of dissatisfaction fell on 12 of the 13 satisfaction-based questions (see annex 1).
25. Where satisfaction levels have decreased, building services are examining patch level data and undertaking further analysis with operational managers and supervisors to understand this inconsistency.

Theme 2: Your Place

26. Headline changes under the 'Your Place' theme are listed in table 6.
27. The core question is the only satisfaction based measure for this theme. All other questions rank a particular issue as being either a 'major problem', 'minor problem' or 'not a problem'. Table 6 shows the percentage of people who reported the issue as *not being a problem*.

| Table 6: Headline changes since 2017/18 | | |
|---|-----------------------|----------------------------|
| Tenant satisfaction with... | 2018/19 figure | Change from 2017/18 |
| Neighbourhood as a place to live* | 81.8% | -0.1% |
| Increase in tenants reporting the following are <i>not a problem</i> (i.e. satisfaction improved) | | |
| People damaging your property | 84.1% | +3.4% |
| Noise from traffic | 67.5% | +1.0% |
| Dog fouling/dog mess | 41.3% | +0.2% |
| Decrease in tenants reporting the following are <i>not a problem</i> (i.e. satisfaction decreased) | | |
| Drug use or dealing | 52.5% | -3.1% |
| Drunk or rowdy behaviour | 53.5% | -3.0% |
| Problems with pets and animals | 76.8% | -3.0% |
| Rubbish or litter | 45.4% | -2.5% |
| Disruptive children/teenagers | 55.6% | -2.4% |

28. The core question expressing satisfaction in their 'neighbourhood as a place to live' remains virtually the same as last year. The Housemark national benchmark for this indicator was 85% in 2017/18.

29. The issues highlighted as least problematic were:

- Abandoned or burn-out vehicles (93.9% said this was “not a problem”, a decrease of 1% from 2017/18);
- Racial or other harassment (91.0% ticked the “not a problem” box, a fall of 0.3% from 2017/18);
- People damaging your property (84.1% mentioned this was “not a problem”, an increase of 3.4% from 2017/18).

30. The issues highlighted as most problematic were:

- Car parking (only 37.0% said this was “not a problem”);
- Dog fouling/dog mess (41.3% mentioned this was “not a problem”);
- Condition of roads/pavements (41.6% ticked the “not a problem” box).

31. When examining the degree of change from last year’s survey results, seven of the 16 problem-based questions saw an increase in being reported as a problem. The greatest changes were seen for::

- Drug use or dealing (47.5% said this was “a problem”, a 3.1% increase from the 2017/18 figure);
- Drunk and rowdy behaviour (46.5% said “ a problem”, 3% more than in 2017/18);
- Problems with pets and animals (23.2% said this was “a problem”, a 3% increase compared with 2017/18).

Theme 3: Your Service

32. The 'Your Service' theme contains 18 questions examining service provision. Of the 15 questions measuring satisfaction, two are core questions and seven are specifically related to the complaints process. Results are presented in separate tables, with table 8 showing questions concerning the complaints process and table 7 showing core questions and other headline results.

| Table 7: Headline changes in satisfaction since 2017/18 | | |
|--|-----------------------|----------------------------|
| Tenant satisfaction with... | 2018/19 figure | Change from 2017/18 |
| Increase in satisfaction | | |
| Rent arrears | 50.4% | +1.9% |
| Decreases in satisfaction | | |
| The way the landlord deals with complaints | 54.3% | -6.0% |
| The way the landlord deals with anti-social behaviour | 54.9% | -5.3% |
| Cleaning services provided | 57.7% | -3.6% |
| Service provided by the Landlord* | 83.8% | -3.0% |
| Rent providing value for money* | 84.3% | -0.2% |

33. The first core question, relating to whether 'rent provided value for money' saw little change from last year (84.3% said they were satisfied). However the second, which asks about the 'service provided by the landlord', saw a notable decrease in satisfaction compared to last year (83.8% said they were satisfied, a decrease of 3.0% from 2017/18).
34. The Housemark national average for 'rent providing value for money' was 84% in 2017/18. The Housemark national average for 'service provided by the landlord' was 86% in 2017/18
35. An increase in satisfaction was seen in dealing with 'rent arrears' (the 2018/19 figure was 50.4%, a 1.9% increase from the previous year). However there were five decreases in satisfaction. The largest decreases in satisfaction were for 'the way your landlord deals with complaints' (a decrease of 6.0% to 54.3%), anti-social behaviour (a 5.3% decrease to 54.9%), and cleaning services provided (a fall of 3.6% to 57.7%).

36. The survey also included a question asking how satisfied tenants were with the process of making a complaint to the landlord. Responses to this question indicate that satisfaction decreased, as shown in the table below.

| Table 8: Satisfaction with complaints | | |
|---|-----------------------|----------------------------|
| How satisfied or dissatisfied are you with each of the following aspects of how your complaint was dealt with? | | |
| Tenant satisfaction with | 2018/19 figure | Change from 2017/18 |
| How easy it was to make your complaint | 56.3% | -14.6% |
| The final outcome of the complaint | 35.9% | -4.6% |
| The information and advice housing staff provided | 50.8% | -2.5% |
| Being kept informed about the progress | 33.1% | -2.5% |
| The speed your complaint was dealt with | 40.0% | -1.8% |
| The support you received | 35.3% | -1.7% |
| The way your complaint was handled | 42.2% | 0.5% |

37. It is important to note that the detailed responses about complaints listed above are drawn from a sample of 92 tenants (those who answered 'Yes' when asked if they had made a complaint to their landlord in the last 12 months). Although this sample is not large, this number of responses provides a good indication of satisfaction with complaints.
38. There has been a decrease in satisfaction in six of the seven complaints indicators. The greatest change comes from 'how easy it was to make your complaint' (56.3%) which saw a decrease in satisfaction of 14.6% compared with 2017/18. The second greatest change was seen in 'the final outcome of the complaint' (35.9% said they were satisfied, a reduction of 4.6%).
39. Satisfaction with complaints is generally low when compared to other areas of the survey. The areas where the least satisfaction was given by respondents were in 'being kept informed about the progress' (33.1% said they were satisfied, a decrease of 2.5% compared with 2017/18) and 'the support you received' (35.3% expressed satisfaction, a decline of 1.7% compared to 2017/18).

40. Another function of the survey is to collect data on how our tenants access the internet. The results of this question will be used by the Digital Services Board which is working towards mapping the future of all electronic/digital communications made by CYC. The board will use the information gathered by this survey to ensure that the future shape of this service is as inclusive as possible and that it meets tenants' needs.
41. The results show that the percentage of people using a smartphone has increased year-on-year and is at its highest level (43.0% said they used one, an increase of 11.9% on 2017/18). Those using a home computer or tablet have increased over the past three years (39.5% did, 9.1% higher than in 2017/18). There has also, counter-intuitively, also been an increase in those not accessing the internet at all (37.2% said they did not use the internet, an increase of 10.3% compared with 2017/18).
42. Taking into account wider changes taking place across the council, the survey asked a more general question about CYC moving to provide more services online in the long term. The question asked was: *'We are looking at providing more of our services online through the council website. These changes could enable you to report issues and/or access your records online. We'd like to know what you think about this – please use the space below to make any comments or suggestions you have'*.
43. The response to this question was in free text form and so there is no quantitative data from it. The qualitative data shows that around 42% of respondents thought that providing more services online is a good idea. Around 28% raised issues with access to the internet/equipment and 3% stated that they did not have digital skills, or had a physical barrier to accessing services online such as a disability. Fewer than 10% of those that responded provided generally negative views.

Theme 4: Your Say

44. Satisfaction in the 'Your Say' theme has decreased as shown in the table below.

| Table 9: Headline changes in satisfaction since 2017/18 | | |
|--|-----------------------|----------------------------|
| Tenant satisfaction with... | 2018/19 figure | Change from 2017/18 |
| Landlord listens to your views and acts upon them* | 68.6% | -4.7% |
| Landlord keeping tenants informed | 72.2% | -4.3% |
| Landlord treats tenants fairly and with respect | 83.2% | -1.8% |

45. The core question about whether the council 'listens to views and acts upon them' saw a decrease of 4.7% compared with 2017/18, with 68.6% expressing satisfaction. The Housemark national benchmark for this indicator was 69% in 2017/18.

46. For the other indicators, the percentage satisfied by their 'landlord keeping tenants informed' decreased to 72.2% from 76.5% in 2017/18, while the percentage of those who thought their landlord 'treats tenants fairly and with respect' remains high (83.2% in 2018/19), even though this is a decrease of 1.8% from the 2017/18 figure.

Ongoing and future actions

47. We have recently reviewed our Tenancy Engagement Strategy with the Tenant Scrutiny Panel to ensure it remains appropriate and intend to relaunch this strategy to increase tenant awareness.

48. We will highlight more examples of "You Said, We Did" in Streets Ahead and look at more positive housing-related articles, with the intention of using the CYC website and social media to do so online.

49. We need to monitor the impact the new Housing Facebook page is having on keeping our tenants informed. We need to ensure that it is being used as much as possible to promote new initiatives, any incentive schemes, changes to procedures and events. We will continue to promote it through Housing Panels, Residents Associations, website and Streets Ahead so as many tenants as possible have the opportunity to access current information.

50. The restructure in Housing has meant that there are staff who have not had previously encountered anti-social behaviour before and this may have impacted on satisfaction rates. More generally, the Housing restructure has led to a change in the staff mix, with many members of staff (including new staff) having duties unfamiliar to them. A large amount of training has taken place and skills audits are about to commence. It is anticipated that all staff will be fully trained and confident in their roles during the course of 2019.
51. Following the success of the Chapelfields Hot Spot meetings, a hot spot identification process was introduced in December 2017, with the first meeting in January 2018. This is to identify areas of concern from North Yorkshire Police, Community Safety and Housing. Issues that have been highlighted include drug-taking, and drunk and rowdy behaviour. This has led to Hot Spot meetings being organised and action plans developed. During the last year, five areas have been identified; in three of them, visits were undertaken to the estates most affected, with customers advised how to report incidents and they were asked if and how they had been affected. This process will be monitored throughout the year and it is anticipated that this should increase satisfaction next year. This process will also be better publicised, enabling Tenants to report issues quicker.
52. Collection of customer satisfaction data on the way anti-social behaviour issues have been handled has proved troublesome when we have asked people about them once the issue has been resolved (outside of this Survey); methods to collect it have included postal, online and telephone surveys. We will look again at the way in which this information is collected so we can analyse where customer dissatisfaction is most likely to occur and amend our procedures accordingly.
53. There will be a review of the Pets Policy in 2019. This will enable us to collect information on specific problems with pets and other animals. A comparison will be made with the Community Safety Unit to examine the number of complaints they have received about dog fouling to ensure that residents know how to report issues, and to who they should make them.
54. The Housing Environment Improvement Programme (HEIP) will deliver approximately 80 car parking spaces across the City by March 2019. As the TSS is one of the mechanisms taken into account when schemes are put forward by Ward Councillors for HEIP funding, we would expect that car parking solutions will be submitted to the next programme of HEIP, running from 2019-2023.

55. Parking enforcement is currently provided by Minster Baywatch. Whilst there is little performance information available, feedback suggests that patrolling and enforcement are not at levels required. Housing are currently looking to transfer the function of enforcement to CYC's Parking Services. This would assist with any parking issues on Housing land, including garage sites.
56. A review of the estate worker service has just been completed and a new structure put into place. This will be monitored over the next year to ensure satisfaction improves. The review took longer than anticipated, but the structure has now been implemented. New ways of working being embedded may have impacted on performance which is now across all of the areas where the council has housing.
57. Officers will be working with the Customer Complaints and Feedback team to understand more fully why satisfaction with complaints handling has declined. This will include looking at data from formal complaints and comparing it with the data on complaints gathered through the survey to see if there are any notable patterns. Initial research has shown that there is a difference in what customers perceive as a complaint and what is classed as a formal complaint and therefore logged through the complaints process.

Equalities Monitoring

58. A detailed profile of respondents can be found in Annex 2 (compared to the profile of lead tenants).
59. There was a low response rate from those in the younger age categories. The response from tenants aged 25-44 was particularly low. The 16-24 age group makes up 4% of all lead tenants, however in our sample, only 2.4% of responses were from lead tenants aged 16-24. The 25-44 age group make up 34% of the lead tenants, but only 19.7% of the sample were from respondents aged 25-44. The 45-64 accurately reflected the lead tenant population (there was a difference of 0.6% between the percentage of those who are lead tenants and people in this group who responded), but the over-65 age group was over represented (24.9% of lead tenants were in this age group, but 41.3% of survey responses were from it).
60. There were more female respondents (59.5%) than male (39.6%); 0.9% declined to give their sex. Both sexes responded in similar proportions to the current lead tenant population.
61. There were some significant differences between male and female core questions responses. The level of satisfaction was notably lower for females across the following core questions: overall quality of your home (they were 7.3% less likely to be satisfied); repairs and maintenance (9.1% less likely to be satisfied); neighbourhood as a place to live (8% less likely to be satisfied); listens to your views and acts upon them (9.6% less likely to be satisfied).
62. The number of respondents with protected characteristics was too low to allow for a comparison of differences in satisfaction. The respondent profile, including detail on protected characteristics, can be found in Annex 2.

Corporate Priorities

63. This survey supports the Council Plan priority 'a Council that listens to residents', which commits the council to working with communities to deliver the services they want.

Risk Management

64. This survey provides the key measure of tenant satisfaction with Housing Services. Its results also feed into benchmarking work through Housemark, which enables CYC to measure how the service is performing compared to national peers. Without the information gained through the survey, there is a risk of the Council being unable to allocate resources to the services customers feel would benefit them most.

Contact Details

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Strategic Support Manager
(Health, Housing, Adult Social
Care)
Shared Intelligence Bureau

**Report
approved**



Date 24/01/2019

Annexes

Annex 1 – Full Survey Results

Annex 2 – Profile of Respondents

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Our Surveys - Tenants Satisfaction Survey 2018/2019

No of Indicators = 78 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Business Intelligence Hub January 2019

| | | | Previous Years | | | | | | |
|--------|--|----------------------|----------------|-----------|-----------|-----------|--------|------------|---------------|
| | | Collection Frequency | 2015/2016 | 2016/2017 | 2017/2018 | 2018/2019 | Target | Polarity | DOT |
| TSS00 | Number of responses to the Tenant Satisfaction Survey | Annual | 880 | 644 | 647 | 595 | - | Neutral | ◀▶ Neutral |
| TSS01 | % of tenants satisfied with the way their landlord deals with repairs and maintenance generally | Annual | 84.56% | 80.56% | 78.72% | 79.86% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the way their landlord deals with repairs and maintenance generally | Annual | 13.30% | 11.79% | 15.02% | 12.66% | - | Up is Bad | ◀▶ Neutral |
| TSS02 | % of tenants satisfied with the overall quality of their home | Annual | 87.19% | 84.54% | 80.97% | 81.64% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the overall quality of their home | Annual | 10.68% | 11.51% | 13.57% | 13.19% | - | Up is Bad | ◀▶ Neutral |
| TSS03 | % of tenants who have had repairs to their home in the last 12 months | Annual | 68.61% | 66.28% | 64.04% | 64.35% | - | Neutral | ◀▶ Neutral |
| TSS04A | % of tenants satisfied with ease of reporting a repair (repairs to home) | Annual | 83.84% | 90.05% | 86.61% | 87.32% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with ease of reporting a repair (repairs to home) | Annual | 12.57% | 6.81% | 10.50% | 8.37% | - | Up is Bad | ◀▶ Neutral |
| TSS04B | % of tenants satisfied with being told when workers would call (repairs to home) | Annual | 84.99% | 85.53% | 83.24% | 86.37% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with being told when workers would call (repairs to home) | Annual | 10.49% | 7.63% | 11.97% | 7.06% | - | Up is Bad | ▼ Green |
| TSS04C | % of tenants satisfied with being able to make an appointment (repairs to home) | Annual | 83.24% | 82.88% | 81.38% | 83.08% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with being able to make an appointment (repairs to home) | Annual | 10.68% | 9.51% | 11.70% | 7.46% | - | Up is Bad | ◀▶ Neutral |
| TSS04D | % of tenants satisfied with time taken before work started (repairs to home) | Annual | 77.76% | 79.03% | 77.89% | 78.28% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with time taken before work started (repairs to home) | Annual | 14.71% | 13.44% | 14.47% | 13.89% | - | Up is Bad | ◀▶ Neutral |
| TSS04E | % of tenants satisfied with how quickly work was completed (repairs to home) | Annual | 85.05% | 86.74% | 84.55% | 84.37% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with how quickly work was completed (repairs to home) | Annual | 11.35% | 9.02% | 10.47% | 10.42% | - | Up is Bad | ◀▶ Neutral |

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|--------|---|--------------|--------|--------|--------|--------|---|------------|---------------|
| TSS04F | % of tenants satisfied with the attitude of workers (repairs to home) | Annual | 91.62% | 93.42% | 92.86% | 91.46% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the attitude of workers (repairs to home) | Annual | 3.39% | 2.63% | 3.17% | 3.66% | - | Up is Bad | ▲ Red |
| TSS04G | % of tenants satisfied with the overall quality of repairs (repairs to home) | Annual | 87.66% | 85.56% | 85.64% | 85.11% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the overall quality of repairs (repairs to home) | Annual | 7.80% | 8.66% | 9.57% | 6.95% | - | Up is Bad | ◀▶ Neutral |
| TSS04H | % of tenants satisfied with keeping dirt and mess to a minimum (repairs to home) | Annual | 90.35% | 89.68% | 87.34% | 89.63% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with keeping dirt and mess to a minimum (repairs to home) | Annual | 4.74% | 4.76% | 6.33% | 4.69% | - | Up is Bad | ◀▶ Neutral |
| TSS04I | % of tenants satisfied with repairs being done 'right first time' (repairs to home) | Annual | 81.52% | 82.23% | 79.58% | 78.80% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with repairs being done 'right first time' (repairs to home) | Annual | 13.04% | 11.67% | 14.32% | 13.22% | - | Up is Bad | ◀▶ Neutral |
| TSS04J | % of tenants satisfied operatives did the job they expected (repairs to home) | Annual | 87.23% | 86.54% | 84.96% | 86.10% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied operatives did the job they expected (repairs to home) | Annual | 8.03% | 8.18% | 9.23% | 5.96% | - | Up is Bad | ◀▶ Neutral |
| TSS04K | % of tenants satisfied with the overall service received (repairs to home) | Annual | 85.07% | 84.03% | 85.22% | 85.11% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the overall service received (repairs to home) | Annual | 10.07% | 8.64% | 10.29% | 7.44% | - | Up is Bad | ◀▶ Neutral |
| TSS05 | % of tenants who said the contractor showed proof of identity (repairs to home) | Annual | 61.36% | 60.42% | 56.57% | 61.41% | - | Up is Good | ◀▶ Neutral |
| TSS06 | % of tenants satisfied with gas servicing arrangements | Discontinued | 91.45% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with gas servicing arrangements | Discontinued | 5.30% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS07 | % of tenants satisfied with their neighbourhood as a place to live | Annual | 81.27% | 85.14% | 81.89% | 81.80% | - | Up is Good | ◀▶ Neutral |
| | Housemark Quartile | Annual | 4 | 3 | - | - | - | | |
| | % of tenants dissatisfied with their neighbourhood as a place to live | Annual | 15.31% | 9.35% | 11.09% | 13.15% | - | Up is Bad | ▲ Red |
| TSS08A | % of tenants who say abandoned or burnt out vehicles are not a problem in their neighbourhood | Annual | 93.32% | 94.29% | 94.87% | 93.87% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say abandoned or burnt out vehicles are a major problem in their neighbourhood | Annual | 0.94% | 1.02% | 0.76% | 1.27% | - | Up is Bad | ▲ Red |
| | % of tenants who say abandoned or burnt out vehicles are a minor problem in their neighbourhood | Annual | 5.75% | 4.69% | 4.37% | 4.86% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say car parking is not a problem in their neighbourhood | Annual | 43.98% | 41.62% | 37.19% | 37.01% | - | Up is Good | ◀▶ Neutral |

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|--------|---|--------|--------|--------|--------|--------|---|------------|---------------|
| TSS08B | % of tenants who say car parking is a major problem in their neighbourhood | Annual | 29.53% | 30.70% | 30.96% | 30.12% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say car parking is a minor problem in their neighbourhood | Annual | 26.49% | 27.68% | 31.85% | 32.87% | - | Up is Bad | ▲ Red |
| TSS08C | % of tenants who say disruptive children/teenagers are not a problem in their neighbourhood | Annual | 61.08% | 59.58% | 57.98% | 55.58% | - | Up is Good | ▼ Red |
| | % of tenants who say disruptive children/teenagers are a major problem in their neighbourhood | Annual | 10.03% | 11.30% | 11.56% | 10.95% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say disruptive children/teenagers are a minor problem in their neighbourhood | Annual | 28.89% | 29.12% | 30.46% | 33.47% | - | Up is Bad | ▲ Red |
| TSS08D | % of tenants who say dog fouling/dog mess is not a problem in their neighbourhood | Annual | 41.34% | 44.04% | 41.14% | 41.32% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say dog fouling/dog mess is a major problem in their neighbourhood | Annual | 25.79% | 22.39% | 21.82% | 24.55% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say dog fouling/dog mess is a minor problem in their neighbourhood | Annual | 32.87% | 33.58% | 37.03% | 34.13% | - | Up is Bad | ◀▶ Neutral |
| TSS08E | % of tenants who say drug use or dealing is not a problem in their neighbourhood | Annual | 59.79% | 60.31% | 55.58% | 52.45% | - | Up is Good | ▼ Red |
| | % of tenants who say drug use or dealing is a major problem in their neighbourhood | Annual | 17.23% | 14.12% | 15.72% | 19.39% | - | Up is Bad | ▲ Red |
| | % of tenants who say drug use or dealing is a minor problem in their neighbourhood | Annual | 22.98% | 25.57% | 28.70% | 28.16% | - | Up is Bad | ◀▶ Neutral |
| TSS08F | % of tenants who say drunk or rowdy behaviour is not a problem in their neighbourhood | Annual | 60.65% | 57.44% | 56.50% | 53.47% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say drunk or rowdy behaviour is a major problem in their neighbourhood | Annual | 11.76% | 12.81% | 12.09% | 16.73% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say drunk or rowdy behaviour is a minor problem in their neighbourhood | Annual | 27.58% | 29.76% | 31.41% | 29.80% | - | Up is Bad | ◀▶ Neutral |
| TSS08G | % of tenants who say noise from traffic is not a problem in their neighbourhood | Annual | 68.32% | 71.18% | 66.55% | 67.54% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say noise from traffic is a major problem in their neighbourhood | Annual | 8.51% | 8.40% | 6.73% | 9.68% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say noise from traffic is a minor problem in their neighbourhood | Annual | 23.17% | 20.42% | 26.73% | 22.78% | - | Up is Bad | ◀▶ Neutral |
| TSS08H | % of tenants who say noisy neighbours are not a problem in their neighbourhood | Annual | 67.40% | 63.56% | 63.62% | 63.20% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say noisy neighbours are a major problem in their neighbourhood | Annual | 12.03% | 13.07% | 11.43% | 13.85% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say noisy neighbours are a minor problem in their neighbourhood | Annual | 20.57% | 23.37% | 24.95% | 22.94% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say people damaging your property is not a problem in their neighbourhood | Annual | 86.28% | 86.68% | 80.73% | 84.14% | - | Up is Good | ◀▶ Neutral |

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| TSS08I | % of tenants who say people damaging your property is a major problem in their neighbourhood | Annual | 3.30% | 3.28% | 6.17% | 4.19% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say people damaging your property is a minor problem in their neighbourhood | Annual | 10.42% | 10.04% | 13.10% | 11.67% | - | Up is Bad | ◀▶ Neutral |
| TSS08J | % of tenants who say problems with pets & animals is not a problem in their neighbourhood | Annual | 80.24% | 76.99% | 79.73% | 76.75% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say problems with pets & animals is a major problem in their neighbourhood | Annual | 6.41% | 7.13% | 4.59% | 7.02% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say problems with pets & animals is a minor problem in their neighbourhood | Annual | 13.35% | 15.89% | 15.68% | 16.23% | - | Up is Bad | ◀▶ Neutral |
| TSS08K | % of tenants who say racial or other harassment is not a problem in their neighbourhood | Annual | 90.78% | 93.36% | 91.26% | 90.97% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say racial or other harassment is a major problem in their neighbourhood | Annual | 2.27% | 2.90% | 2.91% | 4.19% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say racial or other harassment is a minor problem in their neighbourhood | Annual | 6.95% | 3.73% | 5.83% | 4.85% | - | Up is Bad | ◀▶ Neutral |
| TSS08L | % of tenants who say rubbish or litter is not a problem in their neighbourhood | Annual | 50.64% | 50.00% | 47.81% | 45.36% | - | Up is Good | ▼ Red |
| | % of tenants who say rubbish or litter is a major problem in their neighbourhood | Annual | 15.86% | 16.34% | 12.76% | 14.69% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say rubbish or litter is a minor problem in their neighbourhood | Annual | 33.50% | 33.66% | 39.43% | 39.96% | - | Up is Bad | ◀▶ Neutral |
| TSS08M | % of tenants who say vandalism or graffiti is not a problem in their neighbourhood | Annual | 80.75% | 83.78% | 80.73% | 79.65% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say vandalism or graffiti is a major problem in their neighbourhood | Annual | 3.34% | 3.12% | 3.66% | 2.41% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say vandalism or graffiti is a minor problem in their neighbourhood | Annual | 15.91% | 13.10% | 15.61% | 17.94% | - | Up is Bad | ▲ Red |
| TSS08N | % of tenants who say other crime is not a problem in their neighbourhood | Annual | 81.19% | 76.14% | 74.46% | 72.32% | - | Up is Good | ▼ Red |
| | % of tenants who say other crime is a major problem in their neighbourhood | Annual | 3.38% | 3.69% | 4.91% | 5.58% | - | Up is Bad | ▲ Red |
| | % of tenants who say other crime is a minor problem in their neighbourhood | Annual | 15.43% | 20.17% | 20.63% | 22.10% | - | Up is Bad | ▲ Red |
| TSS08O | % of tenants who say availability of storage space is not a problem in their neighbourhood | Annual | 63.82% | 70.82% | 65.53% | 64.77% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say availability of storage space is a major problem in their neighbourhood | Annual | 10.79% | 8.85% | 10.98% | 11.39% | - | Up is Bad | ▲ Red |

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| | % of tenants who say availability of storage space is a minor problem in their neighbourhood | Annual | 25.39% | 20.32% | 23.48% | 23.84% | - | Up is Bad | ◀▶ Neutral |
| TSS08P | % of tenants who say conditions of roads/pavements is not a problem in their neighbourhood | Annual | 45.63% | 41.86% | 42.24% | 41.56% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say conditions of roads/pavements is a major problem in their neighbourhood | Annual | 20.53% | 21.51% | 16.26% | 24.26% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who say conditions of roads/pavements is a minor problem in their neighbourhood | Annual | 33.84% | 36.63% | 41.50% | 34.18% | - | Up is Bad | ◀▶ Neutral |
| | % of tenants satisfied with the ground maintenance service provided by their landlord | Discontinued | 74.34% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| TSS09 | % of tenants dissatisfied with the grounds maintenance service provided by their landlord | Discontinued | 13.91% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| | % of tenants satisfied with the estate services provided by their landlord | Discontinued | 74.24% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| TSS10 | % of tenants dissatisfied with the estate services provided by their landlord | Discontinued | 15.15% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who live in a block of flats with communal areas and an estate worker/internal cleaner | Discontinued | 32.76% | NC | - | - | - | Neutral | ◀▶ Neutral |
| TSS11 | % of tenants satisfied with the internal cleaning service provided | Discontinued | 77.56% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the internal cleaning service provided | Discontinued | 16.14% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS12 | % of tenants satisfied with their estate worker | Discontinued | 73.00% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with their estate worker | Discontinued | 13.69% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS13 | % of tenants satisfied with the overall appearance of their neighbourhood | Discontinued | 82.76% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the overall appearance of their neighbourhood | Discontinued | 13.33% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS14 | % of tenants satisfied with the overall service provided by their landlord | Annual | 88.67% | 88.87% | 86.79% | 83.75% | - | Up is Good | ▼ Red |
| | % of tenants dissatisfied with the overall service provided by their landlord | Annual | 6.70% | 7.14% | 8.33% | 10.18% | - | Up is Bad | ▲ Red |
| TSS15 | % of tenants who have contacted their landlord in the last 12 months, apart from paying rent | Discontinued | 56.94% | NC | - | - | - | Neutral | ◀▶ Neutral |
| TSS16 | % of tenants who found staff helpful (last contact with landlord) | Annual | 81.00% | 85.18% | 86.00% | 84.15% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who found staff unhelpful (last contact with landlord) | Annual | 9.81% | 4.94% | 5.52% | 6.21% | - | Up is Bad | ▲ Red |

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| TSS20 | % of tenants who say the first staff member they spoke to could deal with their query in full (last contact with landlord) | Annual | 51.68% | 51.30% | 52.57% | 51.18% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who say the first staff member they spoke to could deal with their query in part (last contact with landlord) | Annual | 27.10% | 32.73% | 33.00% | 30.75% | - | Up is Good | ◀▶ Neutral |
| TSS21 | % of tenants satisfied with ability of staff to deal with queries quickly and efficiently (last contact with landlord) | Discontinued | 74.79% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with ability of staff to deal with queries quickly and efficiently (last contact with landlord) | Discontinued | 19.75% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS22 | % of tenants satisfied with the final outcome of their query (last contact with landlord) | Discontinued | 75.95% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the final outcome of their query (last contact with landlord) | Discontinued | 18.57% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS23A | % of tenants satisfied with the way their landlord deals with reporting repairs | Discontinued | 86.06% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the way their landlord deals with reporting repairs | Discontinued | 8.48% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS23B | % of tenants satisfied with the way their landlord deals with anti-social behaviour | Annual | 53.12% | 58.12% | 60.21% | 54.88% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the way their landlord deals with anti-social behaviour | Annual | 10.53% | 14.21% | 13.32% | 14.53% | - | Up is Bad | ◀▶ Neutral |
| TSS23C | % of tenants satisfied with the way their landlord deals with complaints | Annual | 61.44% | 57.59% | 60.32% | 54.31% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the way their landlord deals with complaints | Annual | 10.36% | 13.15% | 12.75% | 13.92% | - | Up is Bad | ◀▶ Neutral |
| TSS23D | % of tenants satisfied with the way their landlord deals with enquiries generally | Annual | 78.93% | 77.60% | 77.60% | 75.49% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the way their landlord deals with enquiries generally | Annual | 6.79% | 7.94% | 8.33% | 9.22% | - | Up is Bad | ▲ Red |
| TSS23E | % of tenants satisfied with the way their landlord deals with moving or swapping home (transfers and exchanges) | Annual | 43.66% | 44.47% | 41.15% | 37.67% | - | Up is Good | ▼ Red |
| | % of tenants dissatisfied with the way their landlord deals with moving or swapping home (transfers and exchanges) | Annual | 7.36% | 7.87% | 10.14% | 8.15% | - | Up is Bad | ◀▶ Neutral |
| TSS23F | % of tenants satisfied with the way their landlord deals with rent arrears | Annual | - | 52.26% | 48.61% | 50.44% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the way their landlord deals with rent arrears | Annual | - | 5.97% | 4.89% | 5.24% | - | Up is Bad | ◀▶ Neutral |
| TSS24 | % of tenants aware that their landlord runs drop-in advice sessions in local areas and at West Offices | Discontinued | NC | NC | - | - | - | Up is Good | ◀▶ Neutral |
| TSS25 | % of tenants who have attended a drop-in session run by their landlord in their area | Discontinued | NC | NC | - | - | - | Neutral | ◀▶ Neutral |
| TSS28 | % of tenants aware that housing services has a formal complaints procedure | Discontinued | NC | NC | - | - | - | Up is Good | ◀▶ Neutral |

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| TSS29 | % of tenants who have made a complaint to their landlord in the last 12 months | Annual | 21.74% | 18.47% | 16.39% | 16.70% | - | Up is Bad | ◀▶ Neutral |
| TSS30A | % of tenants satisfied with how easy it was to make a complaint to their landlord | Annual | 72.73% | 66.99% | 70.97% | 56.34% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with how easy it was to make a complaint to their landlord | Annual | 21.82% | 25.24% | 23.66% | 23.24% | - | Up is Bad | ◀▶ Neutral |
| TSS30B | % of tenants satisfied with the information and advice provided by housing staff when making a complaint | Annual | 57.62% | 54.00% | 53.26% | 50.75% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the information and advice provided by housing staff when making a complaint | Annual | 23.84% | 29.00% | 28.26% | 26.12% | - | Up is Bad | ▼ Green |
| TSS30C | % of tenants satisfied with how well they were kept informed about the progress of their complaint | Annual | 39.74% | 32.67% | 35.56% | 33.08% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with how well they were kept informed about the progress of their complaint | Annual | 43.71% | 52.48% | 50.00% | 34.59% | - | Up is Bad | ▼ Green |
| TSS30D | % of tenants satisfied with the support they received while their complaint was dealt with | Annual | 36.60% | 31.31% | 37.08% | 35.34% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the support they received while their complaint was dealt with | Annual | 41.83% | 52.53% | 47.19% | 34.59% | - | Up is Bad | ▼ Green |
| TSS30E | % of tenants satisfied with the way their complaint to housing services was handled overall | Annual | 40.79% | 39.22% | 41.76% | 42.22% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the way their complaint to housing services was handled overall | Annual | 40.13% | 49.02% | 42.86% | 35.56% | - | Up is Bad | ▼ Green |
| TSS30F | % of tenants satisfied with the speed at which their complaint to their landlord was dealt with | Annual | 39.22% | 33.66% | 41.76% | 40.00% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the speed at which their complaint to their landlord was dealt with | Annual | 49.02% | 52.48% | 49.45% | 35.56% | - | Up is Bad | ▼ Green |
| TSS30G | % of tenants satisfied with the overall outcome of their complaint to their landlord | Annual | 40.40% | 36.08% | 40.51% | 35.94% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the overall outcome of their complaint to their landlord | Annual | 43.05% | 55.67% | 37.97% | 39.84% | - | Up is Bad | ◀▶ Neutral |
| TSS31 | % of tenants satisfied that their rent provides value for money | Annual | 84.44% | 86.50% | 84.49% | 84.32% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied that their rent provides value for money | Annual | 7.60% | 5.50% | 5.54% | 7.03% | - | Up is Bad | ◀▶ Neutral |
| TSS32A | % of tenants satisfied with the advice and support received from their landlord about paying rent | Discontinued | 81.13% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the advice and support received from their landlord about paying rent | Discontinued | 3.21% | NC | - | - | - | Up is Bad | ◀▶ Neutral |

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|--------|---|--------------|--------|--------|--------|--------|---|------------|---------------|
| TSS32B | % of tenants satisfied with the advice and support received from their landlord about claiming housing benefit or other welfare benefits | Discontinued | 67.84% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the advice and support received from their landlord about claiming housing benefit or other welfare benefits | Discontinued | 4.78% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS32C | % of tenants satisfied with the advice and support received from their landlord about getting money and employment advice | Discontinued | 43.28% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the advice and support received from their landlord about getting money and employment advice | Discontinued | 4.19% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS33 | % of tenants satisfied that their landlord treats them fairly and with respect | Annual | 84.15% | 87.40% | 84.93% | 83.15% | - | Up is Good | ▼ Red |
| | % of tenants dissatisfied that their landlord treats them fairly and with respect | Annual | 7.98% | 4.85% | 5.83% | 5.98% | - | Up is Bad | ▲ Red |
| TSS34 | % of tenants satisfied that their landlord gives them an opportunity to make their views known | Discontinued | 73.76% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied that their landlord gives them an opportunity to make their views known | Discontinued | 9.69% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS35 | % of tenants satisfied that their landlord listens to their views and acts on them | Annual | 65.72% | 73.55% | 73.28% | 68.56% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied that their landlord listens to their views and acts on them | Annual | 13.95% | 10.08% | 11.48% | 11.52% | - | Up is Bad | ◀▶ Neutral |
| TSS36 | % of tenants satisfied that their landlord gives them an opportunity to have a say about how their local area is maintained and looked after | Discontinued | 65.44% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied that their landlord gives them an opportunity to have a say about how their local area is maintained and looked after | Discontinued | 9.94% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS37 | % of tenants who feel their landlord is good at keeping them informed about things that might affect them as a resident | Annual | 77.18% | 77.16% | 76.50% | 72.23% | - | Up is Good | ◀▶ Neutral |
| | % of tenants who feel their landlord is bad at keeping them informed about things that might affect them as a resident | Annual | 7.88% | 7.67% | 8.27% | 9.98% | - | Up is Bad | ▲ Red |
| TSS39 | % of tenants aware that their landlord has a published set of service standards | Discontinued | 33.70% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| TSS40 | % of tenants satisfied that their property meets current and potential future needs | Discontinued | 85.06% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied that their property meets current and potential future needs | Discontinued | 12.41% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| | % of tenants who access the internet for online shopping | Discontinued | 32.84% | NC | - | - | - | Neutral | ◀▶ Neutral |

| | | | | | | | | | |
|-------|--|--------------|--------|--------|--------|--------|---|------------|---------------|
| TSS41 | % of tenants who access the internet for council services | Discontinued | 20.34% | NC | - | - | - | Neutral | ◀▶ Neutral |
| | % of tenants who access the internet for job searches/applications | Discontinued | 15.23% | NC | - | - | - | Neutral | ◀▶ Neutral |
| | % of tenants who access the internet for price comparison sites | Discontinued | 16.25% | NC | - | - | - | Neutral | ◀▶ Neutral |
| | % of tenants who access the internet for social media/email | Discontinued | 33.30% | NC | - | - | - | Neutral | ◀▶ Neutral |
| | % of tenants who access the internet for news/sport/films/TV | Discontinued | 23.86% | NC | - | - | - | Neutral | ◀▶ Neutral |
| TSS42 | % of tenants who would be interested in participating in skill session in using the internet | Discontinued | 13.82% | NC | - | - | - | Neutral | ◀▶ Neutral |
| TSS43 | % of tenants satisfied that the service charge provides value for money | Discontinued | 71.23% | NC | - | - | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied that the service charge provides value for money | Discontinued | 9.63% | NC | - | - | - | Up is Bad | ◀▶ Neutral |
| TSS44 | % of tenants satisfied with the internal and/or external cleaning service provided | Annual | - | 59.22% | 61.25% | 57.70% | - | Up is Good | ◀▶ Neutral |
| | % of tenants dissatisfied with the internal and/or external cleaning service provided | Annual | - | 12.59% | 13.30% | 14.29% | - | Up is Bad | ▲ Red |

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Annex 2

Tenant satisfaction survey 2018-19 respondent profile

All questions were optional, percentages are calculated by the number of respondents who answered the question divided by the total survey respondents. Where possible all tenants figures are shown, these refer to all lead tenants for each property.

Respondent profile by age

| Ageband | Count | TSS respondents % | All tenants % |
|---------|-------|-------------------|---------------|
| 16-24 | 12 | <5% | <5% |
| 25-44 | 97 | 16% | 34% |
| 45-64 | 180 | 30% | 36% |
| 65+ | 203 | 34% | 26% |

Respondent profile by gender

| Gender | Count | TSS respondents % | All tenants % |
|-------------------|-------|-------------------|---------------|
| Male | 207 | 35% | 35% |
| Female | 311 | 52% | 62% |
| Prefer not to say | 5 | <5% | <5% |

Respondent profile by ethnicity

| Ethnicity Grouped | Count | TSS respondents % | All tenants % |
|-------------------|-------|-------------------|---------------|
| White- British | 485 | 82% | 82% |
| Other | 27 | <5% | <5% |
| Prefer not to say | 15 | <5% | <5% |

'Other' ethnicity break down

| Other ethnicities | Count | TSS respondents % | All tenants % |
|----------------------------|-------|-------------------|---------------|
| White - Irish | <5 | <5% | <5% |
| Any other White background | 11 | <5% | <5% |
| Mixed Race | 6 | <5% | <5% |
| Asian or Asian British | <5 | <5% | <5% |
| Any other Asian background | <5 | <5% | <5% |
| Black or Black British | <5 | <5% | <5% |
| Any other Black background | <5 | <5% | <5% |
| Other Ethnic Groups | <5 | <5% | <5% |
| Any other background | <5 | <5% | NC |

Respondent profile by sexual orientation

| Sexual orientation | Count | % |
|-----------------------|-------|-----|
| Bisexual | 9 | <5% |
| Gay man | 6 | <5% |
| Gay woman/lesbian | <5 | <5% |
| Heterosexual/straight | 392 | 66% |
| Prefer not to say | 36 | 6% |

Respondent profile by transgender

| Transgender | Count | % |
|-------------------|-------|-----|
| Yes | <5 | <5% |
| No | 442 | 74% |
| Prefer not to say | 14 | <5% |

Respondent profile by disability status

| Disabled | Count | % |
|-------------------|-------|-----|
| No | 183 | 31% |
| Yes | 291 | 49% |
| Prefer not to say | 32 | 5% |

Respondent profile by type of disability

| Type of Disability | Count | % |
|---------------------------------|-------|-----|
| Physical impairment | 100 | 17% |
| Sensory impairment | 27 | <5% |
| Mental health condition | 75 | 13% |
| Learning disability | 14 | <5% |
| Long-standing illness or health | 138 | 23% |

Respondent profile by relationship status

| Relationship status | Count | % |
|---------------------|-------|-----|
| Civil partnership | 7 | <5% |
| Co-habiting | 22 | <5% |
| Married | 108 | 18% |
| Single | 283 | 48% |
| Other | 47 | 8% |
| Prefer not to say | 24 | <5% |

Respondent profile by religious belief

| Religious belief | Count | % |
|------------------------|-------|-----|
| Buddhist | 5 | <5% |
| Christian | 268 | 45% |
| Hindu | <5 | <5% |
| Jewish | <5 | <5% |
| Muslim | <5 | <5% |
| Sikh | <5 | <5% |
| No Religion | 135 | 23% |
| Prefer not to say | 27 | <5% |
| Other (please specify) | 20 | <5% |

Respondent profile by carer

| Carer | Count | % |
|-------------------|-------|-----|
| Yes | 51 | 9% |
| No | 440 | 74% |
| Prefer not to say | 11 | <5% |



Decision Session - Executive Member for Housing and Safer Neighbourhoods

Report of the Assistant Director – Housing & Community Safety

Update on the YorProperty Voluntary Accreditation Scheme

Summary

1. To consider the need to continue the Council's support of the YorProperty Accreditation scheme for the Private Rented Sector following the introduction of new laws.

Recommendations:

2. The Executive Member for Housing and Safer Neighbourhoods is asked to:
 - a) Consider whether the Council should continue to support the YorProperty Accreditation in light of new national laws relating to mandatory HMO licensing which has resulted in dwindling membership.
 - b) Approve Option 2; To close the YorProperty Voluntary Accreditation scheme.

Reason: to ensure that the work of the Council is focussed on tackling the worst conditions in the private rented sector and in particular on those Landlords who flout by not complying with the law in line with government policy¹.

Background Information

3. The YorProperty Accreditation was launched in the 9th December 2013 and as on the 28th July 2014 some 97 Landlords, managers and letting agents had signed up to the scheme who let some 386 properties. Critically some of the larger newly built student schemes had joined the scheme as well as landlords with smaller portfolios.

¹ House of Commons, Marcus Jones MP (Parliamentary Under Secretary of State at the Department for Communities and Local Government)

4. The aim of the scheme was to build on the success of the University student accommodation code of practise which had closed as the Scheme had been launched. However there were some significant differences in particular:
- a) To include all private rented properties not just shared student properties.
 - b) The use of bespoke website to manage and administer the scheme. The website also provides a platform for accredited landlords to advertise their properties. The licence for the website costs the council approximately £5k per annum. To fund the cost of this licence and the Landlord Liaison post there was a membership fee of £50 per year plus an administration based on the number of properties that the landlord owns

| Number of properties | Fee |
|---|------|
| 1 to 5 properties | £35 |
| 6 to 10 properties | £75 |
| 11 to 30 properties | £105 |
| 31 to 100 properties | £210 |
| 100+ properties | £310 |
| Additional fee per 50 properties over 100 | £300 |

- c) The inspection of 10% of the properties accredited to ensure that standards were being adhered to. One of the difficulties with the code of practise was that it relied on self- certification.
 - d) The mandatory training of accredited landlords to raise their knowledge
 - e) The provision of twice yearly events to update landlords plus the ability to keep landlords updated via electronic newsletter
 - f) YorProperty being one of the main sponsors of the Good Landlord Awards²
5. Since this initial launch the membership of the scheme plateau across the next two years with some increases in the number of properties being advertised through scheme with a couple of the larger newly built student schemes joining the scheme but the beginning of this year saw

² Good Landlord Awards- organised by a partnership of Student Unions at University of York and York St John University to recognise and celebrate student "landlordship" across the city.

the decline of membership. Currently we have 26 active members of YorProperty. Factors which have contributed to decline include:

- a) The extension of the mandatory licensing scheme to properties by 5 or more occupants who form more than one household irrespective of the number of storeys. Despite efforts to include landlords who let to tenants other than students the scheme predominately attracted landlords who let to this sector. The implementation of the extension has led to many of the landlords who previously let through the scheme not renewing as many of the features such as needing to meet certain physical /management standards including training of landlords are now a mandatory part of the licensing scheme. The properties although not advertised in the same way as those on YorProperty can be found on the Council's website as being licensed and meeting recognised standards.

It should be noted that active members of the YorProperty scheme did receive a discount to the licensing scheme as recognition that the property and the landlord had ensured that the property had exceeded voluntarily met standards in advance of the changes to the law.

- b) The buoyancy of the private rented market means that landlords are able to let their properties quickly and easily without the need to advertise through YorProperty
- c) A number of landlords have left the sector
- d) The extension of licensing means that we have focussed resources to ensure that the legal scheme has been implemented smoothly leaving very little time for the necessary marketing and promotion of the voluntary scheme.

Consultation

- 6. Officers have explored with officers from the different Further Education Establishments whether it is feasible for one or more of the establishments to take on the promotion and administration of the scheme. Both main universities (University Of York And York St John) have advised that whilst supportive of the principles of the scheme that they don't have the capacity to administer the scheme.

Options

- 7. **Option 1** - The Council continues to operate the YorProperty Scheme
- 8. **Option 2** - To bring to a close the YorProperty Scheme

Analysis

9. **Option 1** – The scheme has supported and helped landlords who wanted to reach physical standards that exceeded the legal requirements and which are well managed. The scheme has enhanced the reputation of the council as it had demonstrated that we want to both work with and recognise such landlords. However the reducing number of members means that amount of fee income does not cover the cost of the website licence or the necessary resources in officer time to promote and administer the scheme. The scheme although aimed at all properties in the private rented sector has not attracted those renting to single families. This continues to be difficult as the buoyant market in York means that landlords can rent their properties without the need to accredit their property.
10. **Option 2.** As the scheme has attracted landlords who predominately let to students, we have been exploring with the Universities whether it is viable for these organisations to take on the scheme. However we have been unable to find an alternative independent organisation. We will continue to support the sector outside of licensing through:
 - a) Advice and Information on our website
 - b) Events run independently or jointly with others such as the Universities and landlord associations.
 - c) Offering training to Landlords and Letting Agents to meet standards
 - d) Promotion of good practise e.g. Good Landlord Awards which is supported by the Student Union
 - e) Any other initiative which fits in with the council priorities.

Council Objectives

11. This approach will enable the council to focus its limited resources on tackling the worst conditions in the worst performing tenure. By prioritising the national mandatory licensing scheme and taking the necessary enforcement action against those who are deliberately flouting the law we will be contributing towards the three objectives
 - A prosperous city for all
 - A focus on frontline services
 - A council that listens to residents

Implications

12. The implications arising directly from this report are:

- **Financial** –the current fee income for the YorProperty Voluntary Accreditation Scheme doesn't cover the cost of the website or the necessary other resources e.g. officer time/publicity etc. However we would need to return all fees which have been paid this year this amounts £2245.00
- **Procurement** – None
- **Human Resources** – The post which previously supported the voluntary accreditation scheme now supports the licensing regime .
- **Equalities Implications** – Attached is the Attached is the One Planet York Assessment
- **Legal Implications.** This is a voluntary scheme which the council can bring to an end

Risk Management

13. This approach enables the council to focus on the using the full range of powers available to tackle the worst element of the Private Rented Sector.

Contact Details

| | | | | |
|--|--|---|-------------|------------|
| Authors: | Chief Officer Responsible for the report: | | | |
| Ruth Abbott Housing Standards and Adaptations Manager 01904 554092 | Tom Brittain Assistant Director - Housing & Community Safety | | | |
| | Report Approved | ✓ | Date | 07/02/2019 |
| Wards Affected: <i>All</i> | | | | |
| For further information please contact the authors of the report | | | | |

Annex 1 – Better Decision Making Tool

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The 'Better Decision Making' tool has been designed to help you consider the impact of your proposal on the health and wellbeing of communities, the environment, and local economy. It draws upon the priorities set out in our Council Plan and will help us to provide inclusive and discrimination-free services by considering the equalities and human rights implications of the decisions we make. The purpose of this tool is to avoid decisions being made in isolation, and to encourage evidence-based decision making that carefully balances social, economic and environmental factors, helping us to become a more responsive and resilient organisation.

The Better Decision Making tool should be used when proposing new projects, services, policies or strategies, or significant amendments to them. The tool should be completed at the earliest opportunity, ideally when you are just beginning to develop a proposal. However, it can be completed at any stage of the decision-making process. If the tool is completed just prior to the Executive, it can still help to guide future courses of action as the proposal is implemented.

The Better Decision Making tool must be attached as an annex to Executive reports. A brief summary of your findings should be reported in the One Planet Council / Equalities section of the report itself.

Guidance to help you complete the assessment can be obtained by hovering over the relevant question.

Please complete all fields. If you wish to enter multiple paragraphs in any of the boxes, hold down 'Alt' before hitting 'Enter'.

Introduction

| | |
|---|---|
| Service submitting the proposal: | Housing Standards and Adaptations |
| Name of person completing the assessment: | Ruth Abbott |
| Job title: | Housing Standards and Adaptations Manager |
| Directorate: | Health, Housing and Adult Social Care |
| Date Completed: | 7th February 2018 |
| Date Approved (form to be checked by head of service): | |

Section 1: What is the proposal?

| | |
|-----|--|
| 1.1 | Name of the service, project, programme, policy or strategy being assessed? Review of the YorProperty Voluntary Accreditation Scheme |
| 1.2 | What are the main aims of the proposal? The report considers the need to continue the Council's support of the YorProperty Accreditation scheme for the Private Rented Sector following the introduction of new laws |
| 1.3 | What are the key outcomes? recommends the closure of the scheme to ensure that the work of the Council is focussed on tackling the worst conditions in the private rented sector and in particular on those Landlords who flout by not complying with the law in line with government policy |

Section 2: Evidence

| | |
|-----|--|
| 2.1 | What data / evidence is available to support the proposal and understand its likely impact? (e.g. hate crime figures, obesity levels, recycling statistics) The reduction in the number of the landlords joining the scheme which makes the scheme unviable, The lack of take up especially in the single let private rented market. The buoyancy of the PRS means that the landlords can let their properties quickly without the need to advertise through the scheme. The extension of mandatory licensing to smaller student properties means that many landlords are licensing their properties rather than joining YorProperty |
| 2.2 | What public / stakeholder consultation has been undertaken and what were the findings? As primarily of the YorProperty Landlords let to students, consultation focussed on the impact on this sector. Meeting was held with the both the main universities with a view to see if they had the capacity to administer the scheme going forward. After canvassing their student unions both Universities although supportive of the principles of the scheme decided that they were unable to take on this role |

Are there any other initiatives that may produce a combined

| | |
|-----|---|
| | Are there any other initiatives that may produce a combined impact with this proposal? (e.g. will the same individuals / communities of identity also be impacted by a different project or policy?) |
| 2.3 | See above |

Section 3: Impact on One Planet principles

Please summarise any potential positive and negative impacts that may arise from your proposal on residents or staff. This section relates to the impact of your proposal on the ten One Planet principles.

For 'Impact', please select from the options in the drop-down menu.
If you wish to enter multiple paragraphs in any of the boxes, hold down 'Alt' before hitting 'Enter'.

Equity and Local Economy

| Does your proposal? | | Impact | What are the impacts and how do you know? |
|---------------------|--|----------|---|
| 3.1 | Impact positively on the business community in York? | Positive | It will enable the team to focus on poorest sector of the market |
| 3.2 | Provide additional employment or training opportunities in the city? | Neutral | The student PRS market is a significant one, However buoyancy in the market means that properties are let without the need to let through such a scheme. |
| 3.3 | Help improve the lives of individuals from disadvantaged backgrounds or underrepresented groups? | Neutral | There is evidence that the PRS has the poorest standards in the city (BRE evidence base) and is often provides accommodation for students/young professionals and for families who are unable to access homeownership. It is important to continue to tackle |

Health & Happiness

| Does your proposal? | | Impact | What are the impacts and how do you know? |
|---------------------|---|----------|---|
| 3.4 | Improve the physical health or emotional wellbeing of residents or staff? | Positive | the poorest standards are found in the PRS compared to any other tenure in the city. The health impacts of poor housing are well documented. By focussing on the worst properties and those landlords who are |
| 3.5 | Help reduce health inequalities? | Positive | Focussing on the worst conditions will improve the standards and send out a message to those landlords who are deliberately flouting the law that we will not tolerate them letting such properties |
| 3.6 | Encourage residents to be more responsible for their own health? | Neutral | We will continue to update our website with news/provide training to the sector, support events such as the Good Landlord Awards and through presentations both to tenants and landlords and letting |
| 3.7 | Reduce crime or fear of crime? | Positive | By focussing on the worst landlords and properties we aim to raise the standards |
| 3.8 | Help to give children and young people a good start in life? | Positive | Students/young people and families with young children live in the PRS by focussing on the landlords who are deliberately flouting the law we aim to ensure that they have a good start in life |

Culture & Community

| Does your proposal? | | Impact | What are the impacts and how do you know? |
|---------------------|--|----------|--|
| 3.9 | Help bring communities together? | Positive | Poorly managed PRS properties do have a detrimental impact on the wider community. By tackling the poorest properties and working in partnership with a number of internal services and external statutory |
| 3.10 | Improve access to services for residents, especially those most in need? | Neutral | |
| 3.11 | Improve the cultural offerings of York? | Neutral | |
| 3.12 | Encourage residents to be more socially responsible? | Positive | Well managed properties encourage residents living them to look after their homes |

Zero Carbon and Sustainable Water

| Does your proposal? | Impact | What are the impacts and how do you know? |
|---------------------|--------|---|
|---------------------|--------|---|

| | | | |
|------|--|----------|--|
| 3.13 | Minimise the amount of energy we use and / or reduce the amount of energy we pay for? E.g. through the use of low or zero carbon sources of energy? | Positive | There is a requirement for all PRS properties to have an EPC and to ensure that they meet minimum legal standards. Through a mixed approach of enforcement and offering a range of other assistance through the Better Homes Scheme we aim to raise energy efficiency standards. |
| 3.14 | Minimise the amount of water we use and/or reduce the amount of water we pay for? | Neutral | |

Zero Waste

| | | | |
|---------------------|---|----------|--|
| Does your proposal? | | Impact | What are the impacts and how do you know? |
| 3.15 | Reduce waste and the amount of money we pay to dispose of waste by maximising reuse and/or recycling of materials? | Positive | A requirement of our HMO licensing scheme is to ensure that the tenants are fully aware of the city's recycling scheme |

Sustainable Transport

| | | | |
|---------------------|--|---------|---|
| Does your proposal? | | Impact | What are the impacts and how do you know? |
| 3.16 | Encourage the use of sustainable transport, such as walking, cycling, ultra low emission vehicles and public transport? | Neutral | |
| 3.17 | Help improve the quality of the air we breathe? | Neutral | |

Sustainable Materials

| | | | |
|---------------------|--|---------|---|
| Does your proposal? | | Impact | What are the impacts and how do you know? |
| 3.18 | Minimise the environmental impact of the goods and services used? | Neutral | |

Local and Sustainable Food

| | | | |
|---------------------|--|---------|---|
| Does your proposal? | | Impact | What are the impacts and how do you know? |
| 3.19 | Maximise opportunities to support local and sustainable food initiatives? | Neutral | |

Land Use and Wildlife

| | | | |
|---------------------|---|----------|--|
| Does your proposal? | | Impact | What are the impacts and how do you know? |
| 3.20 | Maximise opportunities to conserve or enhance the natural environment? | Neutral | |
| 3.21 | Improve the quality of the built environment? | Positive | Improving the condition and the management of the PRS will improve the quality of the built environment. |
| 3.22 | Preserve the character and setting of the historic city of York? | Positive | The PRS is concentrated in the wards is in the city centre. By working with internal partners we will ensure that we aim to preserve the character and setting of the historic city. |
| 3.23 | Enable residents to enjoy public spaces? | Neutral | |

| | | | |
|--|---|--|--|
| 3.40 | Additional space to comment on the impacts | | |
| By closing the YorProperty scheme it will help to focus the limited resources of the council on those landlords who are deliberately flouting the law and letting poorly managed properties in poor condition. | | | |



'Better Decision Making' Tool
 Informing our approach to sustainability, resilience and fairness

Section 4: Impact on Equalities and Human Rights

Please summarise any potential positive and negative impacts that may arise from your proposal on staff or residents. This section relates to the impact of your proposal on **advancing equalities and human rights** and should build on the impacts you identified in the previous section.

For 'Impact', please select from the options in the drop-down menu.
 If you wish to enter multiple paragraphs in any of the boxes, hold down 'Alt' before hitting 'Enter'

Equalities

Will the proposal **adversely impact** upon 'communities of identity'?
 Will it **help advance equality** or **foster good relations** between people in 'communities of identity'?

| | | Impact | What are the impacts and how do you know? |
|------|----------------------------------|----------|--|
| 4.1 | Age | Positive | The PRS in York is dominated by students living in shared student HMOs. Many of these now need to be licensed through the HMO licensing Scheme |
| 4.2 | Disability | Neutral | |
| 4.3 | Gender | Neutral | |
| 4.4 | Gender Reassignment | Neutral | |
| 4.5 | Marriage and civil partnership | Neutral | |
| 4.6 | Pregnancy and maternity | Neutral | |
| 4.7 | Race | Neutral | |
| 4.8 | Religion or belief | Neutral | |
| 4.9 | Sexual orientation | Neutral | |
| 4.10 | Carer | Neutral | |
| 4.11 | Lowest income groups | Positive | The PRS provides homes for many who are unable to access other forms of tenure. By improving the conditions in the poorest properties will benefit those groups. |
| 4.12 | Veterans, Armed forces community | | |

Human Rights

Consider how a human rights approach is evident in the proposal

| | Impact | What are the impacts and how do you know? |
|--|--------|---|
|--|--------|---|

| | | | |
|------|--|----------|--|
| 4.13 | Right to education | Positive | The PRS in York is dominated by students living in shared student HMOs. Many of these now need to be licensed through the HMO licensing Scheme |
| 4.14 | Right not to be subjected to torture, degrading treatment or punishment | Neutral | |
| 4.15 | Right to a fair and public hearing | Neutral | |
| 4.16 | Right to respect for private and family life, home and correspondence | Neutral | |
| 4.17 | Freedom of expression | Neutral | |
| 4.18 | Right not to be subject to discrimination | Neutral | |
| 4.19 | Other Rights | Neutral | |

| | |
|------|---|
| 4.20 | Additional space to comment on the impacts |
| | |





Section 5: Planning for Improvement

| | |
|-----|--|
| 5.1 | What have you changed in order to improve the impact of the proposal on the One Planet principles? (please consider the questions you marked either mixed or negative, as well as any additional positive impacts that may be achievable) |
| | We aim to focus the council's limited resources at tackling the worst conditions in the poorest tenure. By taking this approach we will support the sector to improve their properties and improve their management contributing to the one planet principles |

| | |
|-----|--|
| 5.2 | What have you changed in order to improve the impact of the proposal on equalities and human rights? (please consider the questions you marked either mixed or negative, as well as any additional positive impacts that may be achievable) |
| | N/A |

| | |
|-----|--|
| 5.3 | Going forward, what further evidence or consultation is needed to ensure the proposal delivers its intended benefits? e.g. consultation with specific vulnerable groups, additional data) |
| | We will refund those landlords who have signed up to the scheme this years annual subscription |

5.4 **Please record any outstanding actions needed to maximise benefits or minimise negative impacts in relation to this proposal?** (Expand / insert more rows if needed)

| Action | Person(s) | Due date |
|--|-------------|-----------|
| To refund this years annual subscription to current YorProperty scheme members | Ruth Abbott | 31.3.2019 |
| To continue to support landlords through the good landlord awards and other initiatives | Ruth Abbott | ongoing |
| To ensure that the service works in partnership with a range of internal and external partners to ensure that we | Ruth Abbott | ongoing |
| | | |
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In the One Planet / Equalities section of your Executive report, please briefly summarise the changes you have made (or intend to make) in order to improve the social, economic and environmental impact of your proposal.

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