

Tenant & Leaseholder Annual Report 2013-2014



Your Place



Your Property



Your Service



Your Say

Creating homes, building communities

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Tenants & Leaseholders Annual Report 2013-2014



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On this year's front cover



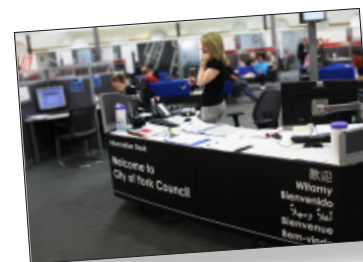
Your Place

St Pauls C of E Primary School won the Best School Garden in our 2013 Home Grown gardening competition.



Your Property

Pleased with her newly installed double glazing Gillian said, "It's going to make our home even more cosy and more secure as well as saving money on heating bills."



Your Service

Staff at the Customer Service Centre at West Offices are ready to welcome customers and help with enquiries.



Your Say

Over 60 tenants from ten different landlords and organisations took part in our first tenant-organised regional networking event in February 2014.

Welcome from the Tenant Scrutiny Panel

“This is the second report we’ve worked on. We’re all tenants so we think we have a good idea of what you’d like to know.”

Your Place

**“Enjoy your read”
Barbara and Joanna**



Your Property

**“It’s a good service overall – quite a few gold stars.”
Gordon and Tony**



“The most important thing we all want to say is let’s make sure Housing knows what we think of their services. After all, if we don’t tell them, they won’t know, so look out for your 2014 Tenant Satisfaction Survey in November.”

Your Service

**“Get in touch if you want to know more.”
Terry and Shirley**



Your Say

**“Tell us what you think”
CJ and Trevor**



“What matters to our customers, matters to us”

“I agree with the Tenant Scrutiny Panel – Housing Services can only get it right with your help, so get involved in whatever way suits you best and make sure your views count.”

Councillor Tracey Simpson-Laing



Your Place

In 2013/14 we consulted widely on who should qualify for housing and how to make access fair and transparent.

A review of the housing register reduced the list by half. That still leaves over 2,000 people on the North Yorkshire Homechoice Register wanting homes in York.

We're doing everything we can to meet this housing need:

Building - in March, we started on site to build the first of **70 new council homes**.

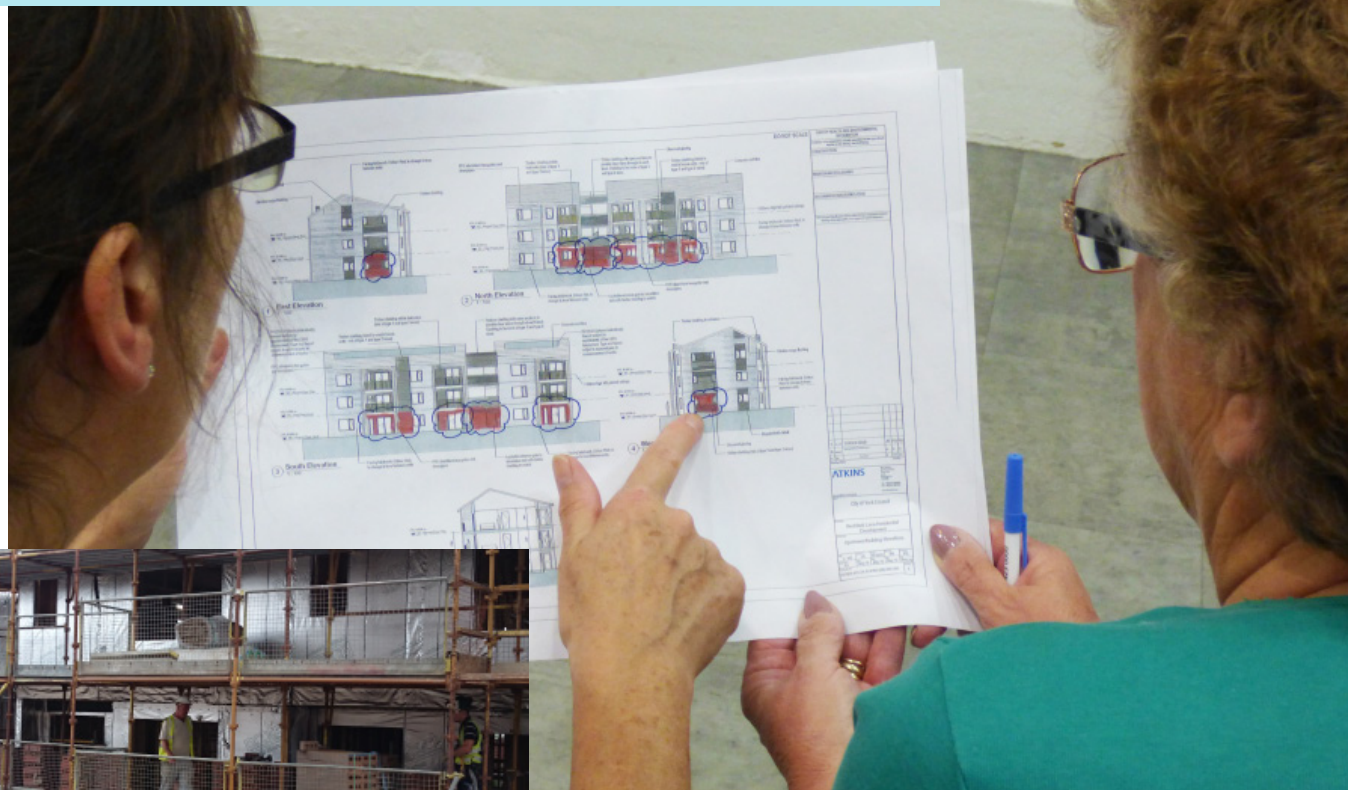
Buying - **14 new homes** from developers at the former Pack of Cards site in Acomb.

Converting - with partners, turning the Old White Swan site into **new shops and flats**.

Enabling - we helped Housing Association partners build **50 new homes** this year.

Downsizing - developing **new one and two bed flats** for people wanting smaller homes. The larger houses they move out of are then let to families in housing need - a win for everyone!

8 out of 10 tenants are satisfied with their neighbourhood as a place to live **82%**



Beckfield Lane will be finished early 2015 and includes affordable housing, downsizing apartments and homes for sale.

“Downsizing has been very economical and with winter coming I’m looking forward to cheaper bills.”

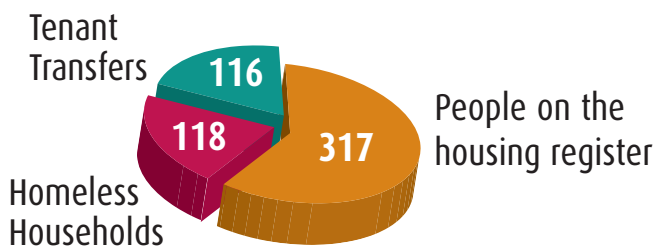
Preventing homelessness

Demand for help with housing remains high.

Housing Options helped **4,572** people, giving **1,626** in-depth interviews and preventing **683** families from homelessness.

Letting homes

We let **551** council homes



Advice, loans and enforcement action (including our first compulsory purchase order) brought 103 empty private sector homes back into use and made another 160 decent.

We help people rent privately through **YorHome**, our ethical property management service with 74 homes to rent on its books.

Homelessness reduced by



By working proactively, we've helped reduce the number of people who become homeless every year - exceptional in this current economic climate.

“Our Housing Options officer was brilliant at supporting us and helping us through the difficult time of being faced with homelessness.” (Housing Options survey)

Resolving problems

Our new **ASB hub** brings housing, mediation, police and enforcement staff together in a joint approach to deal with anti-social behaviour (ASB).

If you're interested in or affected by ASB, join our ASB tenant panel. Contact Paul Morrison on 555095

The weekend noise patrol attended **555** call outs about private and council tenants, serving **22** noise abatement notices.



Keeping up appearances

85% of tenants are satisfied with the overall appearance of their neighbourhoods but...

You said:

You told us estate services needed improvement - satisfaction fell by 10% in the 2013 survey.

We did:

We developed new ways of working to refocus our estate services and deliver what tenants want.

We want to see satisfaction back up where it belongs next year.

In 2014/15 we will...

- Improve estate services and restore customer satisfaction
- Deliver a more responsive anti-social behaviour service through the ASB Hub
- Work in partnership with residents to resolve local issues

Your Property

Since 2011, we've been working to make homes warmer and more economical to heat through a programme to install 30 year lifespan UPVC double glazed windows.

In 2013/14, we fitted **6,000** double glazed windows in **752** homes - 25% more than we planned.



Value for money meant we saved £436,000 by tendering the work as a three year contract to one company, Plastal Ltd.

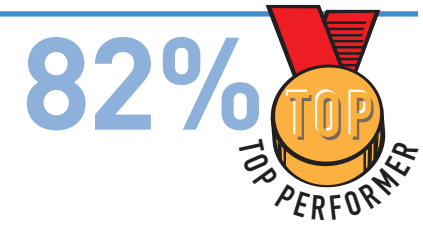
95% of tenants said they were satisfied with the work done.

By March 2015, every council home will have double glazed windows.

Rules mean we are only allowed to fit secondary double-glazing in the 68 homes in conservation areas.

“Very good & professional service, good team of workers especially the supervisor top marks!” (Satisfaction survey feedback)

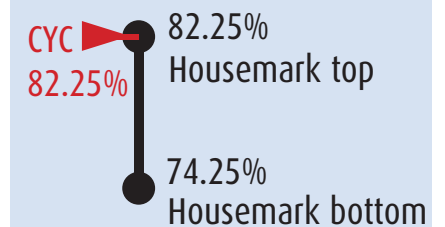
8 out of 10 tenants are satisfied with their repairs and maintenance service



Gillian and her son Michael with the double glazed windows ready to go in at her home. She said,

“The team arranging the installation were very good with us. The people on the phone were lovely.”

Satisfaction with repairs

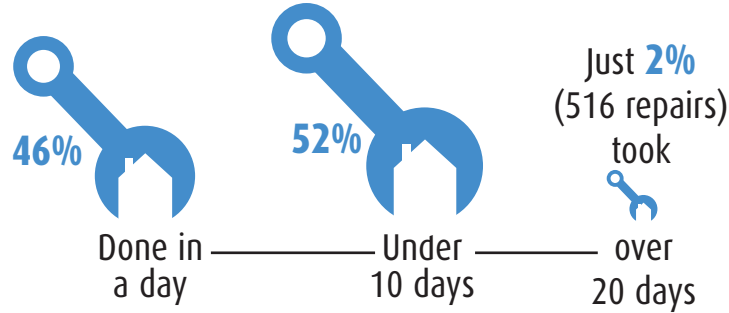


32,245 repairs completed, **98%** on time.

Average **4 days** for each repair



How quickly we did the job

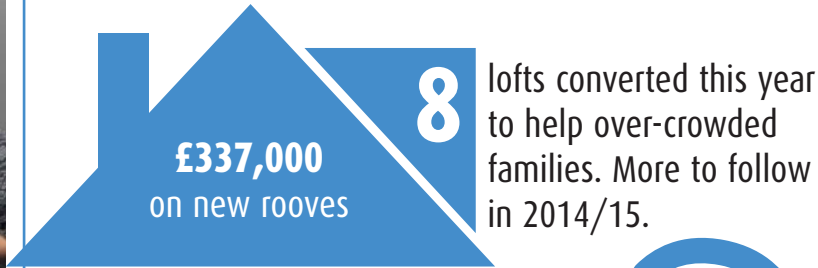
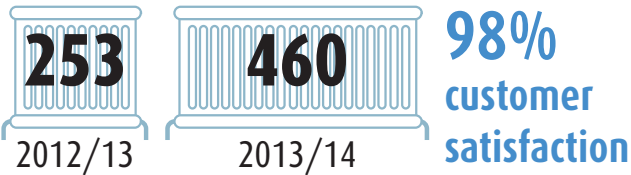


Cheaper and greener homes

We won a Green Apple Award for the installation of photovoltaic (solar) panels in over 500 council homes.



This year more homes had new central heating and 'A rated' energy-efficient boilers installed.



New this year - **67** soundproofing installations benefited 134 homes. **"Home warmer and there is less noise."**

Keeping you safe

98.8%, that's **7,538** homes, had their **free annual gas safety check**



Improving homes

New this year - Tenants living on our travellers' sites had improvements fitted through our new Travellers' Choice programme. **98%** were satisfied with the work.

301 homes modernised with new kitchens, bathrooms, heating and rewiring but...

You said:

You told us you weren't as happy with the quality of the work - customer satisfaction fell from **76%** to **49%**.

We did:

We've put tighter checks, supervision and monitoring in place for contractors. We'll get satisfaction back on track next year.

In 2014/15 we will...

- Improve Tenants' Choice and restore customer satisfaction
- Enable customers to report their repairs online
- Develop a new set of factsheets about Building Services

Your Service

9^{out} of 10 tenants are satisfied with their services overall

87%

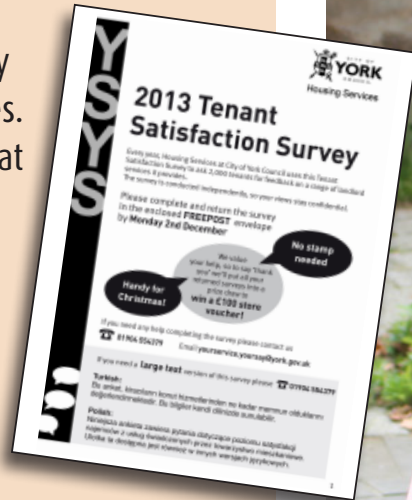
Efficiency and value for money matters to you and to us. When tenants get involved and influence services, everyone benefits.

Each year, we ask 25% of tenants how satisfied they are with housing's services. Your responses tell us what you're happy with and what needs attention.

19 year old Sammie spent just 15 minutes completing the 2013 survey which won her the £100 prize draw voucher.

People might think 19 year olds wouldn't bother with a survey. **"I filled the survey in because it asked me what I wanted doing. I said what I thought. Now the work I suggested has been done and I've won £100!"**

Look out for the 2014 Satisfaction survey in November



Three year old Jak and his mum Jodi came with Sammie when she picked up her prize. We think they'll all enjoy spending it!

"Use it to tell them what you want to see, I did and they listened!"



Collecting more rent

98% of rent collected

In the current economic climate everyone is stretched so our performance on rent collection and arrears reduction is exceptional.

Rent collection up to **£31.7m**



£412,064 Rent arrears down to



We evicted **33** tenants who wouldn't pay their rent.

If rent or debts are a problem, get in touch, we can help.

£221,894

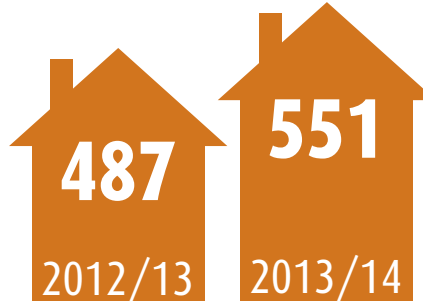
Rent lost when homes are empty between lettings



Rent owed by tenants who have left **£291,902**

Letting more homes, more quickly

Homes let



Repair and relet average time

25 days **23 days**



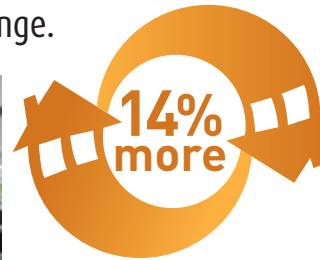
Exchanges on the Up

"I've been wanting to swap for a long time and this is a good way of being able to do it quicker." Tenant at a Swap Shop

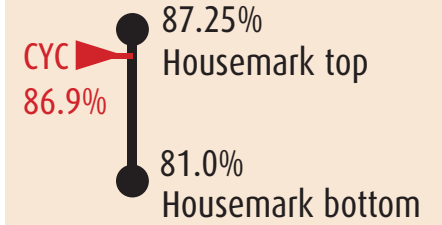
A new flexible policy and swap shop events helped **14%** more people move by mutual exchange.



Tom Brittain receives Homeswapper's Star Landlord Award for work on promoting mutual exchanges



Satisfaction with overall service



Our review, informed by the work of the Service Inspectors, is keeping rent lost through empty homes to the minimum.



Service Inspectors

Did you know...

We now run **9** local advice sessions that can help if you have housing or debt issues. See details on page 7.

In 2014/15 we will...

- Achieve the Customer Excellence award across Housing Services
- Open two new advice hubs at Marjorie Waite Court and Lindsey Avenue
- Launch our updated New Home Standard for empty homes

Your Say

7 out of **10** tenants are satisfied with being kept informed

73%

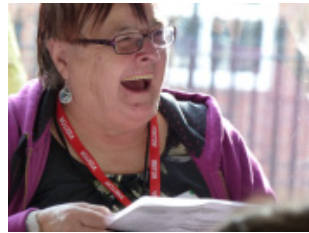
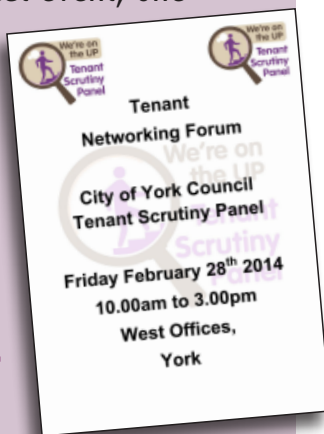
Because everyone's different, we have lots of different ways you can influence services, from a quick feedback card to getting involved in tenant group.

Our Tenant Scrutiny Panel said they'd like to meet up with tenants from other landlords in the area to find out what they were doing and share ideas.

So the first **Regional Networking Event** was born, bringing together over 60 tenants and staff from 10 different social landlords. Everyone shared how they worked with their landlords and we heard how tenant influence was improving and changing services across the board.

A lot of work, a lot of fun and a lot of learning made this a great event, one which everyone agreed needed to be done every year - well done York tenants !

"We learnt a lot from them and they did from us."



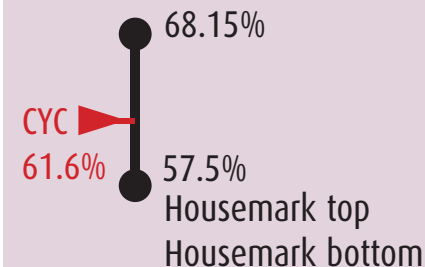
"We're doing better than we thought. I'm proud of what we've achieved."

“Some tenants said they felt reporting repairs by phone wasn’t working well enough. So we looked into this by surveying tenants and shadowing staff to watch them take calls. 83% of surveyed tenants were satisfied and we saw for ourselves that the service was working well.



Service Inspectors

Satisfied that we listen to your views and act on them



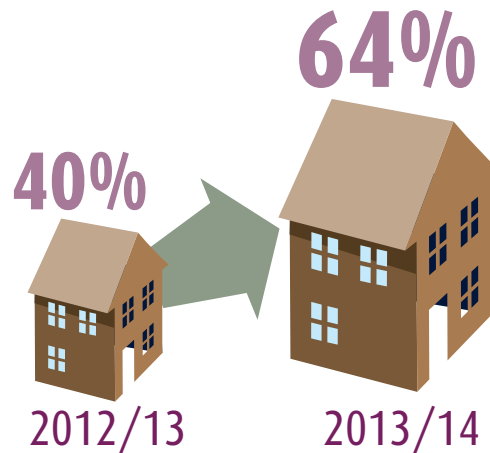
“We’re here to work on behalf of tenants and happy to look into anything that seems to be a problem...”



In Housing Week, we supported seven **Brew and Banter** drop-in sessions in local areas, bringing Residents Associations, estate managers and other council staff to your door.



It was good to see the 2013 survey show over a third more younger tenants (under 24) were happy with how they can get involved.



All Housing factsheets are now checked by tenants to make sure they are clear and informative.



Did you know

We have a Tenant Complaints Panel you can use if you’re unhappy with a service?



Look out for a LEAP coming to you!

New **Local Estate Action Plans** are being drawn up to set out how we will work together with residents to resolve local issues.

If you’d like to know more about any of these, just get in touch with **Julie** on (01904) 552097



“We’ve been busy in Tenant Scrutiny Panel looking at performance. We’ve talked to managers to understand in detail how services work and to suggest improvements from a tenant’s point of view.”

“We’re impressed with how they’ve taken things on board and how keen they are to involve us, as tenants.”

In 2014/15 we will...

- Complete the new Leaseholder Manual
- Explore how our tenant groups can work together better
- Work to improve equalities and fairness for everyone



Your Place

These figures show how well we are keeping estates clean and safe and dealing with homelessness.

Keeping your estates clean and safe

	2013/14 result ¹	2013/14 target	2012/13 result	Top performing landlords ²
Satisfaction with your neighbourhood as a place to live	82%	90%	87%	87%
Satisfaction with estate services (litter picking, repairs to blocks)	70%	83%	80%	83%



Satisfaction with grounds upkeep (shared gardens and grass cutting)



Satisfaction with the internal cleaning of blocks of flats



Fly tipped rubbish removed within 2 days of being reported



How many days, on average, to remove graffiti



How many estate inspections we completed

Dealing with anti-social behaviour



Satisfaction with how we deal with anti-social behaviour



Evictions for anti-social behaviour

The multi-agency Anti-Social Behaviour Hub, launched in May 2014, is developing ways to check how well we deal with anti-social behaviour and get feedback from people who use the service.

Homelessness in York

	2013/14	2012/13
16-17 year olds accepted as homeless	1	2
Homeless families living in temporary accommodation	80	99
People sleeping rough on a single night	9	8



Both better than the national average

¹ The results referred to in this report are from the 2013 Tenant Satisfaction Survey




² Through Housemark, a national benchmarking club, we compare our performance with 60 other local authority landlords. This column shows you how well the top group of landlords are performing.

³ This includes 4 tenants evicted for both anti-social behaviour and rent arrears

Your Property

These figures show how well we are looking after your homes.

Day to day repairs

	2013/14 result	2013/14 target	2012/13 result	Top performing landlords
Satisfaction with the overall repairs and maintenance service	 82.3%	85%	82%	82.3%
How long it took, on average, to do a repair	4 days	7 days	5.5 days	7 days
Repairs we completed on time	 97.6% <small>SO CLOSE...</small>	97%	96%	98% 

Planned maintenance and improvements

Satisfaction with the overall quality of your home	83%	85%	82%	85%
Satisfaction with Tenant's Choice modernisation work	49%	90%	76%	
Satisfaction with external painting and associated repairs	95%	90%	86%	


Annual gas servicing of central heating boilers and fires

 **98.8%**

Homes with a valid gas safety certificate

 **90%**

Satisfaction with gas servicing arrangements

 **88%**

Adaptations costing under £1,000 completed on time

 **53**

Adaptations costing over £1,000 completed on time

 **98%**

Satisfaction that adaptations improved quality of life⁴

Adaptations to make tenants homes better suited for people living with disability



⁴ This includes all adaptations, in council homes and private homes.



Your Service

These figures show how well we are delivering services including letting new homes and collecting rent.

Customer service

	2013/14 result	2013/14 target	2012/13 result	Top performing landlords
Satisfaction with the overall services we provide	 SO CLOSE... 87%	90%	88%	87.5% 
Satisfaction with the helpfulness of staff	79%	85%	78%	
Satisfaction with the final outcome of a query	72%	90%	65%	

 **80%**

Satisfaction with speed and efficiency of staff

 **81%**

Satisfied the first person spoken to could deal with query

 **81%**

Satisfaction with how we deal with queries generally

Letting new homes

	2013/14 result	2013/14 target	2012/13 result	2011/12 result
How long, on average, to repair and let an empty home	 23 days	20 days	25 days	25 days
The percentage of rent lost when homes are empty	0.7%	0.5%	0.7%	0.8%

Rent arrears

Rent owed by current tenants	£412,064	£424,892	£477,405
Rent owed by tenants who have moved out	£291,902	£208,402	£277,870
How many tenants were evicted for not paying their rent	33 ⁵	-	32

Collecting rent

Tenants satisfied their rent is value for money	82%	85%	83%	85%
How much rent we collected ⁶	98%	98%	98%	98.2%

⁵ This includes 4 tenants who were evicted for both anti-social behaviour and rent arrears.

⁶ This includes rent arrears paid by current tenants but not rent paid by tenants who have left.

Your Say

These figures show how well we involve tenants and leaseholders and deal with your complaints.

Your Service, Your Say resident involvement activities

	2013/14 result	2013/14 target	2012/13 result	Top performing landlords
Satisfaction with listening to tenants' views and acting on them	62%	70%	67%	68%
Satisfaction with keeping you informed	73%	80%	73%	
Satisfaction with opportunities to have a say in how local area is maintained	63%			

Complaints made in 2013/14

Satisfaction with the final outcome of a complaint	44%	50%	34%	56%
Satisfaction with how we handled the complaint	48%	50%	37%	63%

 **71%**

Satisfaction with how easy it was to make the complaint

 **65%**

Satisfaction with the advice and information from staff

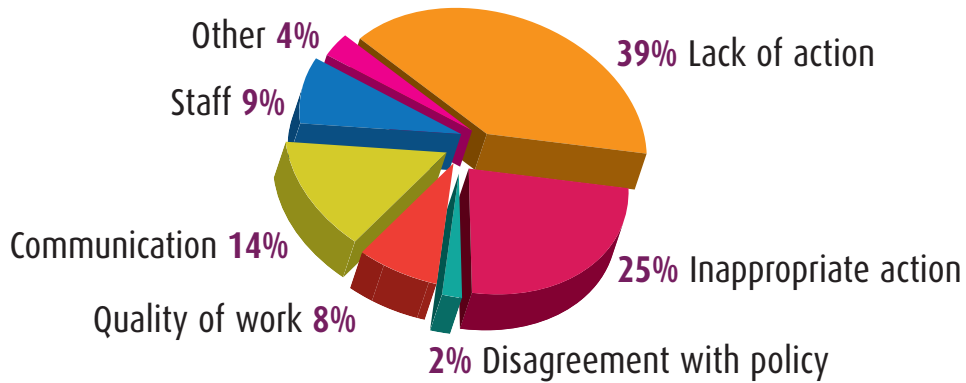
 **51%**

Satisfaction with being kept informed about the complaint

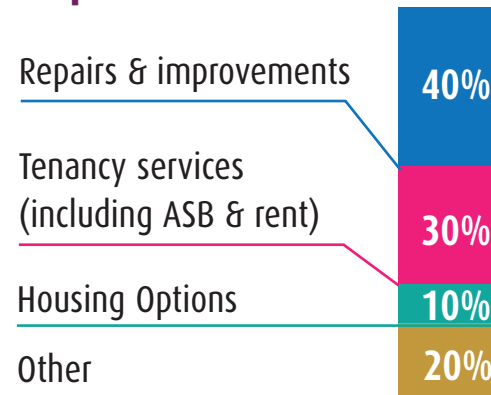
 **48%**

Satisfaction with how quickly we dealt with the complaint

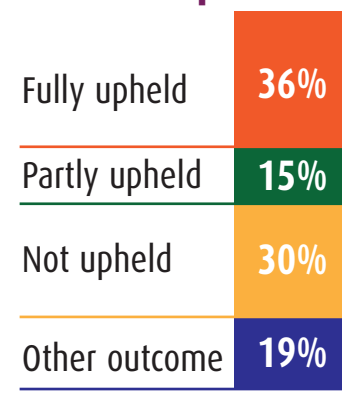
Reasons given for complaints



Complaints were about

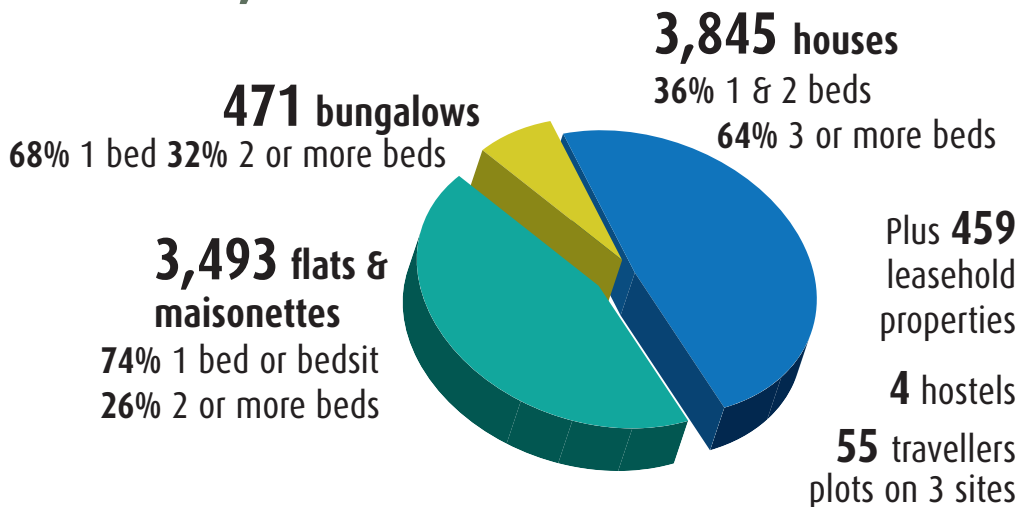


Outcomes of complaints



Facts & Figures at 31/03/2014

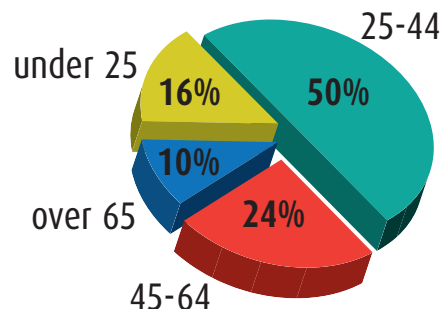
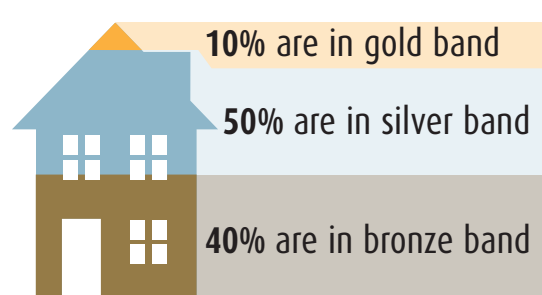
About our **7,809** council homes



We let **551** council homes in York
and sold **53** under the Right to Buy

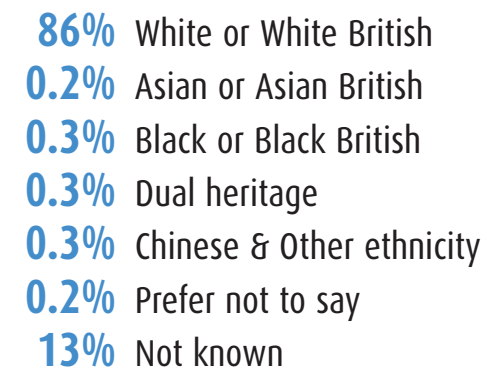
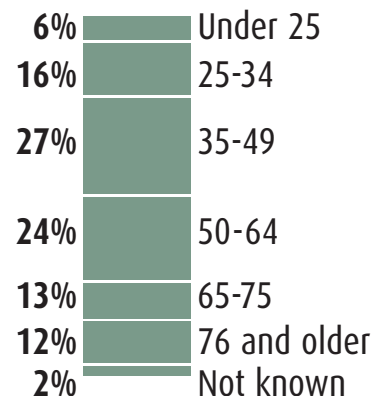
10,161 households are registered with North Yorkshire HomeChoice looking for housing in the scheme's seven local authority areas.

Of the **2,311** people registered for housing in York;



About our tenants

Here's what we know about tenants from the **Understanding you Better** survey



How your rent was spent in 2013/14

Average weekly rent **£75.17**

£75.17

£15.19 Day to day repairs

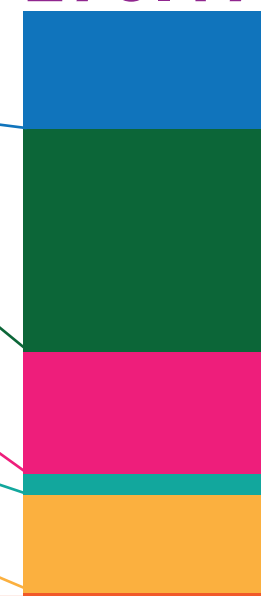
£28.52 Major improvements to council homes

£15.71 Managing your homes

£ 2.63 Improving estates

£12.68 Servicing debt (interest payments)

£ 0.44 Tenant rent arrears



Key contact details

www.york.gov.uk/housing for more information & details

Your Place

Environmental Protection Unit Weekend Noise patrol

Friday & Saturday nights 9.00pm til 3.00am

Text or call 01904 551555 any time

Email environmental.protection@york.gov.uk

North Yorkshire Mediation Service

01904 551777 or 077855 25966

or email: mediation@york.gov.uk

For **advice about housing** speak to Housing Options on 01904 554500 or email: housing.options@york.gov.uk



Your Property

To **report repairs, including heating problems**

Monday to Friday

08.30am til 5.00pm

01904 551550, option 4, option 1

Email: housing.repairs@york.gov.uk

(remember to include your name, address and phone number in your email)

For **emergency repairs when the office is closed**

01904 630405

To **register for a move with North Yorkshire HomeChoice**

go to www.northyorkshirehomechoice.org.uk



To **bid for a HomeChoice property**

0300 011 2170 or text 07537 402495

Register free and find tenants who are looking to **exchange homes** on www.homeswapper.co.uk



For information about **Tenants' Choice modernisation** or **external painting** and to see the current programme go to www.york.gov.uk/housing or ring 01904 553094 or 553711 or email: capitalprojectsteam@york.gov.uk



Key contact details

www.york.gov.uk/housing for more information & details

Your Say

Our website will give you all the information you need about our resident involvement activities including

- Details of where and when to meet for your local estate walkabout
- Where and when your residents' associations meets
- What the tenant panels have been working on

Take a look at:

[www.york.gov.uk/housing/resident and tenant involvement](http://www.york.gov.uk/housing/resident-and-tenant-involvement)

You can also download a copy of this report

To find out how you can get involved to improve services for tenants and leaseholders give Julie Hood a call on 01904 552097 or email: yourservice.yoursay@york.gov.uk



Your Service

Pay your rent online at www.york.gov.uk/DoltOnline

To **set up a direct debit** or **query rent** call 01904 551550, option 4, option 2 or email housing.csa@york.gov.uk

Citizens' Advice Bureau run drop-in sessions at West Offices, 09.30 – 12.00 on Mondays, Tuesdays and Thursdays

Find local CAB advice sessions at www.advice.org.uk or call 08444 111444

Housing advice is always available at West Offices during opening hours

Local drop-in advice sessions

Gateway Centre, Front Street	Monday	9.00 – 3.00
Marjorie Waite Court, Evelyn Crescent	Monday	10.00 – 1.00
Foxwood Community Centre, Cranfield Place	Wednesday	9.00 – 12.00
Marjorie Waite Court, Evelyn Crescent	Wednesday	1.00 – 4.00
Sanderson Court Community House Chapelfields	Thursday	9.00 – 12.00
Space 217, Lindsay Avenue	Thursday	9.00 – 12.00
Tang Hall Advice Hub, Community Centre	Friday	10.30 – 1.00

By appointment Housing & Debt advice sessions

call 01904 623643 to make an appointment

Bell Farm Social Hall, Roche Avenue	Tuesday	9.00 – 12.00
Tang Hall Community Centre	Thursday	10.00 - 12.30

Tenant Scrutiny Panel would love to hear from you!

We think we're getting the hang of what you want to know but we need you to tell us whether we're right...

Use this FREEPOST feedback card to let us know
- no stamp needed !



Or if you prefer,

- Go on line at www.york.gov.uk/housing
- Phone Julie Hood on (01904) 552097
- Email us at yourservice.yoursay@york.gov.uk

After all, if you don't tell us, we won't know !

Finally, a big **Thank You!** from us to you for reading it and to everyone who helped us.

For more information about housing services or to download a copy of this report go to www.york.gov.uk/housing/residents/

Feedback card

I give the 2013 Annual Report *out of 10*

1 is the lowest score 10 is the highest

Give us your comments or suggestions here

We'd love to tell you more about how being involved can improve services for tenants and leaseholders

Just give us your details and we'll get in touch with more information

Name.....

Address.....

.....

.....Post code.....

Phone.....

Email.....



No
Stamp
needed

Julie Hood,
Tenant Equalities & Engagement Officer

FREEPOST RTEG-TYYU-KLTZ

City of York Council

West Offices

Station Rise

York

YO1 6GA

Tenants & Leaseholders Annual Report 2013-2014

Polish

To jest roczny raport z działu usług mieszkaniowych ukazujący osiągnięte przez nas wyniki oraz plany wdrożenia udoskonaleń.

Niniejsze informacje mogą zostać dostarczone w Państwa własnym języku.

Turkish

Bu, konut hizmetlerinin performansımızı ve iyileştirme planlarımızı gösteren yıllık raporudur. Bu bilgiler sizin kendi lisanınızda sağlanabilir

Cantonese

這是住房處年度報告，呈現有我們的績效和改善計畫。該資訊能以您的母語提供。

Please let us know if it would help to have this information in a different format. We can offer it by email, in large print, as a spoken word CD or in another language.



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