

Creating Homes, Building Communities



Housing Services Annual Report 2010

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Discuss residents tea party



Welcome

Welcome to Housing Services' annual report which is a review of Housing Service's performance for the year 2009/10. In this document we share our achievements and our plans to improve services for you, our customers. This report outlines how we meet or plan to meet the standards set by the Tenant Services Authority (TSA), the new regulator for all social housing. We have focused on the things that you said mattered most. If you want to know in more detail how we meet the standards or the work we are doing then please contact us.

The vision for Housing Services is 'Creating homes, building communities'. Supporting this vision are four key outcomes we want to achieve with you, which support the TSA standards.

- ◆ Your Place
- ◆ Your Property
- ◆ Your Service
- ◆ Your Say.

We are pleased that we have been able to involve customers in developing this report for the first time.

A group of 13 residents came together with staff to give us feedback about last year's report and to tell us what they think this year's report should contain. They had some very clear ideas about what should be included:

- ◆ Something for everyone
- ◆ Easy to read and no jargon
- ◆ Interesting
- ◆ Not too many pictures
- ◆ Facts and figures all together at the end
- ◆ The good and the bad news.

We would welcome your views on this report by filling in the section at the end. We will use your feedback when we design future reports.




Picture of Walls and Flowers



Introduction

This is a report for all our customers and this includes several different groups of people;

Who are our customers?

- 
- ◆ Current council tenants & leaseholders who have bought their council flats
 - ◆ Applicants for council housing
 - ◆ People living in hostels owned by the Council
 - ◆ People living on our travellers sites
 - ◆ Individuals and families living in York who have housing needs or are at risk of losing their home
 - ◆ People who can't access appropriate housing or improve their current accommodation because of affordability issues or because they are vulnerable in other ways

Housing Services is part of the council directorate called Communities and Neighbourhoods whose director is Sally Burns.

Who are Housing Services ?

- ◆ We manage the housing register for people applying for a council home (Housing Registrations team)
- ◆ We repair and improve council homes (Repairs team)
- ◆ We manage tenancies and rent accounts of our homes

(Tenancy Services team, Income Management team)

- ◆ We prevent people from becoming homeless by providing advice and assistance (Housing Options team)
- ◆ We provide temporary housing where we have a statutory duty to do so (Temporary Accommodation team)
- ◆ We provide supported accommodation to people who are homeless (Resettlement team)
- ◆ We provide and manage 3 sites for gypsies and travellers (Temporary Accommodation team)
- ◆ We work with partners to provide new social housing (Housing Development team)
- ◆ We help provide disabled grants and adaptations for people living in their own home (Standards and Adaptations team)
- ◆ We work with private landlords and owner occupiers to improve the conditions of privately rented or owned property (Standards and Adaptations team)

Feedback from customers is critical in how we make decisions about services. Every year we conduct an annual housing satisfaction survey, which provides an opportunity for tenants to let us know how we are doing. We use this information to inform our service improvement planning. Results for 2009-10 show that 88% of tenants were happy overall with the services we provide,

placing us in the top performing social housing landlords.

We are increasing the opportunities for our residents and customers to be involved in how services are provided and we are finalising our Customer Engagement Strategy, which will be our plan for doing this.



The Tenant Services Authority

In April 2010 the Tenant Services Authority(TSA) became the regulator of all social housing. They carried out a great deal of consultation with tenants across the country to find out what matters most to people who live in council or housing association homes. Following this nationwide consultation with tenants they developed a number of standards. These set out how landlords should:

- ◆ involve and consult with their tenants and deal with complaints
- ◆ maintain and improve council properties
- ◆ maintain estates and deal with anti-social behaviour
- ◆ manage council housing and tenancies
- ◆ deliver value for money services

We have included a section about developing “local standards” (local offers) with you later in the report. This is about looking at the national standards and making them meaningful to you at a local level.

Throughout this report you will see the standards the TSA have set, whether we meet the standards and our plans for improvement.

The weather symbols below will appear throughout the report as an indication of our progress so far:



We fully meet the standard



We meet some of this standard

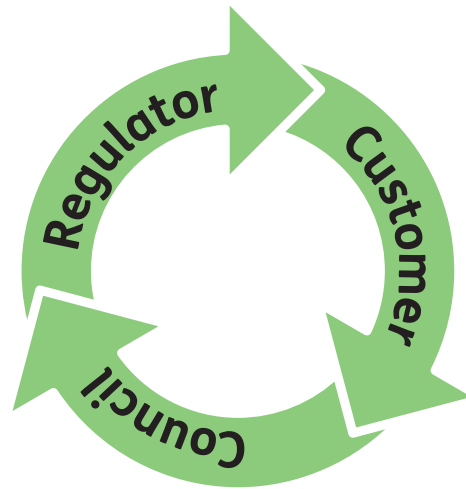


We meet most of this standard



We do not meet this standard

The diagram below shows the balance between the 3 elements of influence & scrutiny on housing services.



Contact details

You can contact housing services by telephone through our customer services team on 01904 551200 and ask to speak to one of our teams.

If you have an enquiry about any other council service please use the Customer Contact Centre on 01904 551550.

If you would like to visit us in person you can do so at the Finance & Housing Centre at Library Square or our Acomb Office at 50 York Road. These receptions are open from 8.30am to 5pm Monday to Friday.

Alternatively you can arrange for a home visit.

You can also pay your rent and other council payments on line www.york.gov.uk

We welcome your comments, complaints or compliments and we are happy to receive these in anyway and to any member of staff. Complaints will be responded to within 10 working days.



Your Place

- safe, sustainable, thriving neighbourhoods

Aims & objectives of the service. Working with our partners, we will tackle homelessness, poverty and exclusion, endeavouring to ensure that neighbourhoods are developed, maintained and safe with a mix of good quality housing, increasing the provision of and access to affordable homes and are places where people want to live and work now and in the future.

Some key achievements 2009/10

WA service level agreement with the grounds maintenance team has been developed for the upkeep of communal areas on our estates, leading to better service and value for money.

We have consulted widely with customers and partners to develop an anti-social behaviour strategy for housing and the City of York.

We opened our first new build 'downsizing' scheme called Tangletrees at 5th Avenue. Six 2 bedroom flats were built for people who then moved out of six larger council houses to free them up for families.

We started the major regeneration project by demolishing the 'discus bungalows' and building new ones including a 100 new homes for older people.

130 new affordable homes were completed in partnership with housing associations and private developers.

▶ Our tenants decided how to spend £170,500 on environmental improvements to our estates through the annual estate improvement process.

▶ Through our new housing option service, we helped reduce the number of households accepted by the council as homeless by 38%.

▶ The number of households in temporary accommodation reduced significantly to 79, which far exceeded the Government target of 121.

▶ In partnership with children and family services we have developed Project 92 a Family Intervention project to support and challenge families to reduce anti social behaviour, prevent homelessness and reduce the impact of child poverty.

The TSA asks us to

Keep our neighbourhoods clean and safe



Cooperate with our partners to promote social, economic and environmental well being



Work in partnership to prevent and tackle anti-social behaviour in our communities



Make the best use of our housing



Plan for the future needs and aspirations of our communities



A look back at the year

Housing staff work in partnership with the council's Street Scene teams to keep our neighbourhoods clean and safe. Eleven estate workers are employed, who act as the 'eyes and ears' of our estates, checking for rubbish, graffiti and any other problems that can be quickly reported and tackled. By getting to know the residents they help us provide a tailor-made service that suits the needs of the local area. We reviewed this service with customers and have jointly agreed service standards which will soon be published in communal areas.



Housing and grounds maintenance staff, other council departments, local ward councillors and customers inspect estates quarterly and agree improvement action to be taken.

Every Residents' Association has an annual estate improvement grant and consults widely to decide how the money should be spent to benefit their local area. Popular choices made by customers in 2009/10 include community skips, carbon monoxide alarms, additional parking bays, fencing and security lighting.

In 2009 we held our first ant-social behaviour customer panel meeting where customers were able to have a greater say in what the service should look like and they have provided vital feedback about our customer leaflet and the priorities for our strategy. We are working with a range of partners to develop the anti-social behaviour strategy including North Yorkshire police, the Environmental Protection Unit and the Mediation service. Our customers have told us that we can take too long to respond to their concerns and that personal contact needs to improve. We have already taken steps to act on these issues and will be monitoring our performance.

Despite the difficult economic climate we have worked with Housing Associations to deliver 130 newly built affordable homes across the city. We negotiated with private developers to agree that 30% of the homes built on the Terry's site would be affordable – that's 82 homes.

New family housing at ...



Tangletrees, Fifth Avenue, Tanghall



Excellent partnership working with the energy saving trust and Neighbourhood Management has enabled us to identify those private homes in most need of energy saving measures. As a result, 83 homes received free cavity wall and loft insulation with a further 400 in the pipeline.

In 2009 we re-designed our front line service and established our Housing Options team who provide detailed and comprehensive housing advice to customers needing to find a home or at risk from losing their home. The team achieved all their targets in 2009/10. We helped 60% more households avoid becoming homeless and reduced the number living in temporary accommodation, by 50% from the previous year. By working in partnership with charities, Peasholme, Arclight and the Salvation Army, we are able to keep the number of rough sleepers in York very low - often zero.

Improvements for 2010/11

Work closely with Neighbourhood Management on the area working pilots over 6 wards to provide joined up services and make best use of resources

Implement the anti-social behaviour strategy

Develop customer information that shows how we are performing when dealing with anti-social behaviour

Re-launch the Mediation Service within housing to help promote good neighbour and community relations

Provide feedback on the actions identified at estate inspections on our website so customer can monitor progress,

Re design the youth homelessness service to include the possible provision of a youth resettlement service

Implement the Gypsy and Travellers' action plan, where funding is available

Continue to reduce the numbers of people in temporary accommodation and avoid using bed and breakfast

Build 19 family homes at Lilbourne Drive – the first new houses built by City of York council since 1992.

Deliver 200 affordable homes during 2010/11

Implement our revised Housing Strategy

Develop and implement our Older Persons' Housing Strategy

Your Property – sustainable, quality, affordable homes

We will aim to ‘ensure that people can live independently in homes that are safe and warm providing grants to those who qualify and where appropriate use regulatory powers to ensure compliance in the private sector’

The TSA asks us to

Ensure all our homes meet the governments ‘decent homes’ standard by the end of 2010



Provide a cost effective repairs and maintenance service to homes and communal areas that responds to the needs of and offers choices to tenants and has the objective of completing repairs and improvements ‘right first time’



Meet all the statutory requirements for health and safety in the home



Some key achievements 2009/10

The average time to complete non-urgent repairs reduced to 5.03 days.

We reviewed the repairs service with customers. We now have three simple timescales – 4 hour, same day and general (20 days) and make appointments for all repairs.

We modernised 524 council homes through our Tenants’ Choice programme and achieved 95% customer satisfaction.

By December 2010, all our properties will meet the government’s decent homes standard.

We provided 40% more customers with major adaptations to help them live more independently and installed minor adaptations for 1639 customers achieving a 93.4% customer satisfaction level with the service.

A look back at the year

We are meeting the government’s decent homes standard through our Tenants’ Choice programme. We are on track for all our properties to meet the decent homes standard by December 2010.

The decent homes standard sets out the minimum requirements for modernising homes. Our Tenant’s Choice programme allows us to carry out this work to a higher standard by replacing elements before the end of their lifespan, which gives value for money as well as less disruption in the home.

Our annual exhibition of products helps customers visualise the work and discuss



Tenants’ Choice bathroom



Annual Tennant’s Choice exhibition

any queries and concerns with our staff. Last year, 95% of customers who had Tenants' Choice were satisfied or very satisfied with the service.

When comparing our performance with other housing organisations, the costs of our major works and planned maintenance are in the middle to top performance band, along with our decent homes performance and energy efficiency SAP ratings.

We are one of a handful of local authorities to run a seven year cyclical external painting contract, which delivers significant cost savings and allows us to re-invest funds into the communal areas. We are the first local authority nationally to trial water based paint and are progressing this every year with a view to full implementation by 2015. We won a Painting & Decorating Association highly commended award for this scheme.

As part of our health and safety regulations, we implement a programme of gas safety checks to gas appliances. At the end of March 2010, we had been able to gain access and carry out gas safety checks to 98.2% of properties which, compared to other local authorities, puts us in the middle performance band. Gas servicing has been reviewed and new procedures have been introduced to tackle the no access issue through the use of warrants, which will significantly improve our performance in 2010.

We provide support to people in the private sector through the provision of adaptation grants which help people continue to live



External improvements to Sowerby Road

independently in their homes. We have consistently high levels of satisfaction with our adaptations service (93% in 2009/10) and have steadily improved how quickly we complete adaptations, ensuring requests are prioritised to meet the most urgent needs.

We work well with landlords in the private sector to help maintain standards for private tenants. We carry out a range of enforcement work to ensure standards are good and where necessary we prosecute landlords who consistently fail to maintain standards. A code of best practice have been developed

with a number of organisations and educational establishments, which provides recognition to landlords who take a responsible approach to letting their properties.

Improvements for 2010/11

Develop a comprehensive strategy to ensure we can invest in our stock in the long term and maintain our high quality of homes

Increase the levels of customer satisfaction with the repairs service – we are aiming for 89%

Develop ways of measuring the quality of the repairs service by inspecting completed work

Further develop performance information on repairs including how many jobs are completed right first time

Review the repairs appointment systems to meet the needs of our customers

Achieve 100% gas servicing inspections

Complete repairs review and implement changes to make significant savings

Introduce a new streamlined procedure for installing stair lifts to make the process quicker and provide better value for money.



Your Service – Landlord of choice

We will aim to make the best use of our resources, promoting housing options, maximising rental income and delivering inclusive excellent value for money services with high levels of customer satisfaction.

The TSA asks us to

Provide information, choices and communication that meets the needs of our tenants



Let our homes in a fair, transparent and efficient way



Use the most secure form of tenancy agreement which helps promote communities



Treat all tenants with fairness and respect



Show how we understand the different needs of our tenants



Some key achievements 2009/10

Current tenant rent arrears on council homes are now at the lowest for 10 years

Our work focuses on preventing rent arrears and has led to fewer evictions

We began developing the choice based lettings scheme for a large part of North Yorkshire to give residents a wider choice of accommodation.

89% of council tenants are satisfied with the overall landlord services we provide, which puts us in the top performance band

We have reviewed our processes so that all applications for housing are registered within 48 hours of receipt

85% of tenants think their rent is value for money, which puts us in the top performance band

We continue to improve our performance for reducing the length of time a home is left empty between tenancies

We consulted with our leaseholders about their handbook and work is underway to produce this.

A look back at last year

Our 'Streets Ahead' newsletter is customer led and our customer publication panel is currently reviewing our customer information leaflets handbook and web site. During 2010/11 we will be working closely with customers to review and agree our service

standards and "local offers".

Please have a look at the later section in this report called 'local offers' on page ???

Streets Ahead

A choice based lettings scheme is being introduced, which will give greater choice and easier access to people looking for council properties. We are working with seven councils within North Yorkshire who will all operate under the same system making it easier for people to apply for a home outside the area in which they live. The new scheme will be operational by February 2011. On average we re let homes within 20 days, which allows for cleaning, repairing and showing the home to customers on the register. To encourage our tenants to leave their home in a good condition we operate the 'Golden Goodbye' incentive scheme whereby tenants can earn 'cash back' if they meet certain conditions and leave their home ready for the next tenant to move in. We have developed a customer guide called 'Your Home, Our Promise,' which sets out the standard for our properties when we let them'. We ask our new tenants to give us feedback about this after they have moved in to their home.

We work hard to prevent and collect rent arrears and work closely with a range of partners. Our welcome pack for new tenants incorporates debt management advice including partner information. Although we do still evict tenants for rent arrears this is a last resort and we work hard to collect the rent rather than evict the tenant. As a result we evicted 24 tenants in 2009/10 compared to 33 in 2008/09. Current tenant rent arrears have fallen to £462,883, which is the lowest in ten years. However, we need to improve our former tenant rent arrears collection, which stands at £819,914 and places us in the bottom performance band.

Tenants are provided with comprehensive information when they move into their new home, including a DVD to watch. All new



Caption To Come

tenants are given introductory tenancies which are closely monitored and in cases of anti-social behaviour or rent arrears we can we can extend or terminate tenancies

Some key achievements 2009/10

We are developing a customer access strategy reviewing service standards and performance measures with customers

We will review the standard of our homes when we let them and consult with tenants about these standards

We will provide information in communal areas to explain service standards for keeping the areas clean and well maintained

We will be visiting tenants before they transfer to a new home to ensure the move goes smoothly

We will review how we recover current and former tenant arrears

We will publish a new leaseholders and tenants handbook that has been designed with their help

We will review the service charges for leaseholders and engage with them on a more regular basis

We will develop housing's approach to equalities and diversity

We will extend our programme of home visits to get to know tenants better

We will use our customer profiling information to help us deliver our services in a way that meets their needs and improve services.

We are committed to treat all our customers with fairness and respect. The Council has produced a Fairness and Inclusion Strategy, and actions include ensuring we know who our customers are and tailoring services to meet their needs.

In Summer 2009 we began our 'customer profiling' project called 'Understanding You Better'. This will help us to develop better services and meet tenants' needs. The survey was sent to all 7,930 tenants and we have had a great response- a 60% return rate. Using the information already collected we have sent out information on affordable housing schemes to tenants who expressed an interest. We will continue our customer profiling exercise during 2010/11.



Your Say – Our customers are effectively engaged, empowered and have choice

We will treat our customers with fairness and respect and provide a comprehensive framework (Your Service Your Say) for empowering and involving customers in scrutinizing and challenging our performance, supporting them to shape our priorities and service improvements.

The TSA asks us to

Offer a wide range of opportunities for tenants to be involved in the management of their homes



Consult with our tenants about service standards



Provide tenants with ways to influence Housing Services and scrutinise our performance



Help tenants be more involved if they want to be and in a way they want to be



Have an open and clear complaints process



Some key achievements 2009/10

We carried out a survey with all tenants called 'Understanding You Better'

We developed our new Customer Engagement strategy and 'Your Service Your Say'

We established a customer panel to look at how we are dealing with anti-social behaviour

We held a consultation event for residents to find out what their priorities are for our new anti social behaviour strategy

We held a number of focus groups to discuss issues in greater depth with customers

We established our publications panel to review customer information

Our tenants decided on how to spend £175,500 on estate improvements

We are widening the scope for customers to become involved and have established a database of over 500 customers interested in being involved

We have established our first residents performance scrutiny panel who have identified a group of performance indicators that they specifically want to monitor.

A look back at the year

'Your Service Your Say' is the way in which we consult with you and get your views on a whole range of things.

Every year we undertake our annual satisfaction survey providing opportunities for tenants to let us know what they think of the services we provide. The results of this survey inform our service improvement plans. The results of the 2009/10 survey revealed that 63% of tenants said they were happy with the opportunities to be involved, which puts us in the top performance band.

Throughout the year we have been formulating a 'customer engagement strategy' which sets out how we will provide more opportunities for tenants to be involved. Throughout 2009/10 extensive consultation was undertaken, which has helped shape this strategy.

We support 18 residents associations across the city. The



Customer Consultation Day



Customer Consultation Day



Customer Consultation Day

Federation of Residents Associations is made up of members of these associations and is our key resident consultation body. They are a constituted group, chaired by a resident and they receive support and training to assist them in their role.

In January 2010 we



Caption

established a Customer Performance Panel a sub group of the Federation of Residents Associations who will be checking and scrutinising our performance and worked with us to develop our Service Improvement Plan and performance indicators for 2010/11.

Private landlords are also our valued customers as they enable us to work together to improve the standards of privately rented homes. We hold an annual conference to make sure we are sharing information and supporting landlords. More than 240 landlords attended the conference this year and 96% told us that the event was good or excellent.

Some key achievements 2009/10

- We will complete and implement the Customer Engagement Strategy in consultation with customers
- Recruit our first tenant inspectors and begin our 'mystery shopping' programme
- We will hold our first residents conference in November 2010 to develop our local offers and set service standards
- We will involve residents in developing a contractors code of conduct
- We will increase the number and diversity of involved customers using the information from our 'Understanding You Better' survey
- We will develop a leasehold forum to ensure we listen more regularly to the needs and issues of our leaseholders
- We will tell you how we have used your feedback to improve your services
- We will publish complaints information to show changes that have been made as a result.

We take complaints and compliments very seriously and we see them as a form of customer feedback. The senior management team review complaints on a quarterly basis to look at the reasons you complain, lessons learned as a result and where necessary, changes to working patterns.

Value for Money – ensuring value for money in everything we do

Some key achievements 2009/10

We have introduced loans for private home improvements which means we can ‘recycle’ our funds and make the money go further

We joined a consortium to purchase building materials resulting in a 21% saving in material costs

A review of the council house decoration scheme led to a increase in the number of suppliers

We have developed a staff guide to ensure that we are all working towards achieving value for money



The TSA asks us to

have a comprehensive approach to managing our resources to provide cost effective, efficient, quality services and homes



We want to make sure that we offer you services that are value for money and by this we mean getting the best out of

what we have got. It is not just about spending less, but also about spending well and spending wisely.

In 2009 we joined Housemark, which is an organisation set up for social housing organisations to compare performance and value for money. We were able to compare our 2008/09 performance against 276 other landlords.

Our most recent survey of

When comparing 10 of our key cost indicators against other landlords

5 are amongst the top performers

3 are amongst the average performers

2 are amongst the bottom performers

When comparing 10 of our key performance indicators against other landlords

5 are amongst the top performers

2 are amongst the average performers

3 are amongst the bottom performers

tenants (2009) told us that 85% of tenants thought that the rent they paid was good value for money and this means that we are in the top performance band when we compare to other housing providers.

Improvements for 2010/11

We will continue reviewing responsive repairs

We will undertake a review of current and former tenant arrear recovery

We will review Leasehold Management

We will review Gas Servicing

We will review the Adaptations service

We will share with you our progress on achieving value for money



Local Offers

Throughout this report we are trying to show you how we are doing and how we are delivering the 'standards' for social housing.

Our next steps are to talk to you about what you think of the standards and what specific details you would like to see in the service standards we offer you here in York. The TSA has given some basic guidelines but to make these more meaningful to you we need your input.

To develop the local offers and service standards we are holding our first tenants and leaseholders open day on Tuesday the 2nd of November 2010. We hope that you are able to attend to influence your services and agree standards.

Following the open day we will hold a range of 'discussion groups' and surveys to finalise the service standards and local offers.

We will also set up a customer panel to monitor the service standards and collect customer satisfaction results.

Please contact us if you are interested in finding out more or getting involved.

Your Service Your Say

Telephone: 01904 554379

Email: Yourservice.yoursay@york.gov.uk



Facts and Figures

Property facts

7,988 tenanted properties

400 leasehold properties

49% of our properties are houses

44% are flats and maisonettes

7% are bungalows

4 hostels

55 travellers plots on 3 sites

Tenant Facts

Age: 7% under 25

Ethnicity: 98.5% white British

64% 25-65

0.3% Asian

26% 65 or older

0.3% black

0.1% Chinese

0.5% other ethnicity,

0.3% preferred not to say

Here is a breakdown of how the rent we collect from you was spent in 2009/10, based on an average weekly rent of £61.79

Major Improvements to Homes	£17.75
Paid to the Government as part of the subsidy system	£14.71
Day to Day Repairs & Maintenance	£12.34
Managing Your Homes	£11.77
Interest loan payments	£2.90
Improving estates	£2.22
Tenant Rent arrears	£0.10
Total	£61.39

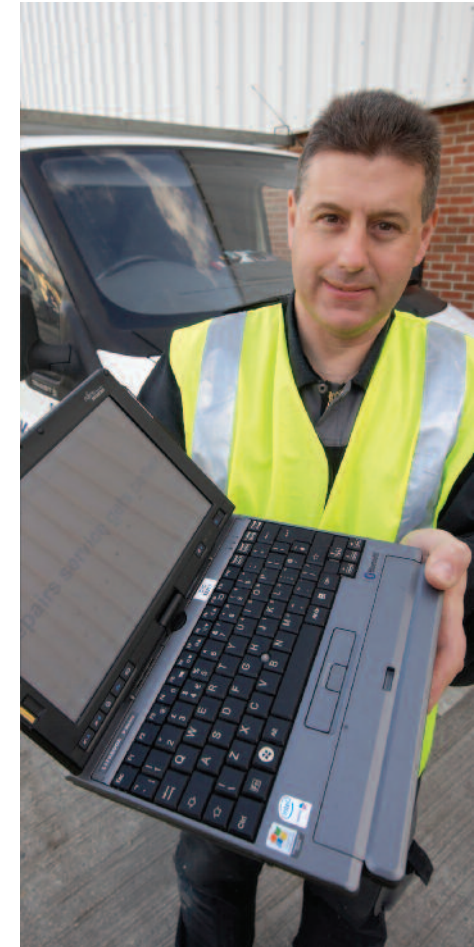


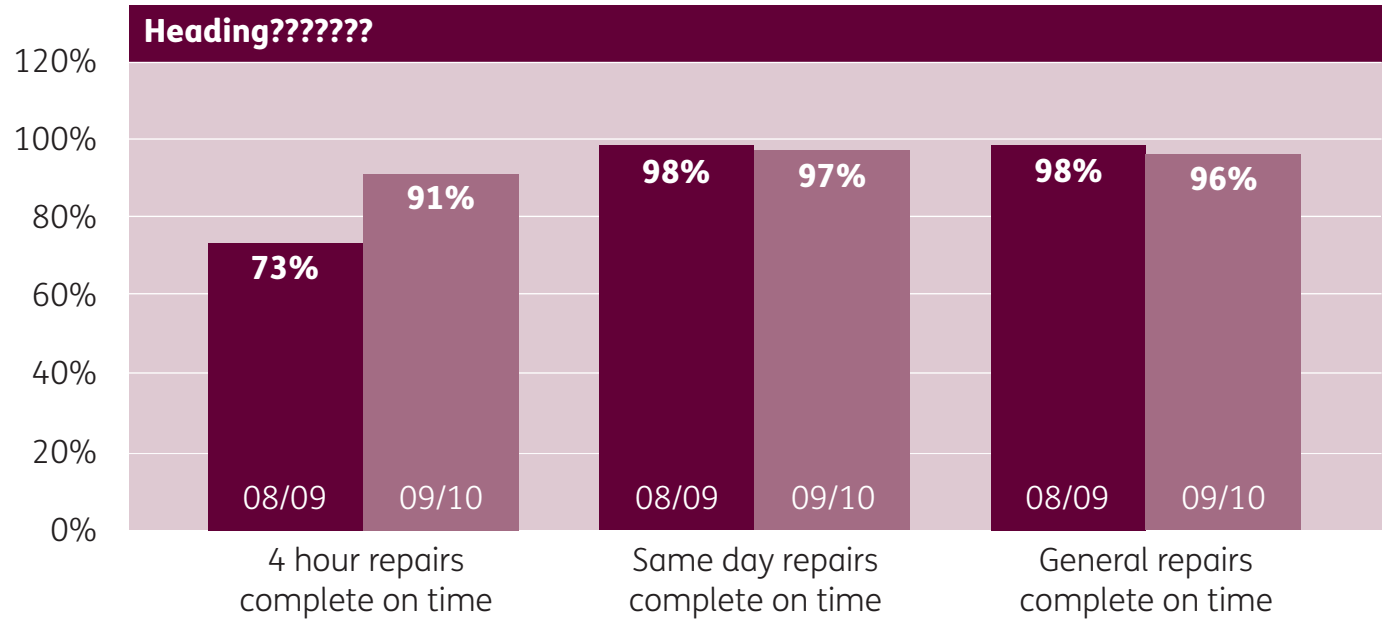
Your Place

Indicator	07/08	08/09	09/10
Number of households prevented from homelessness	278	479	1076
Number of homeless households living in temporary accommodation	209	167	79
Customer satisfaction with ASB case handling	A survey was introduced April 09 to measure this		69%

Your Property

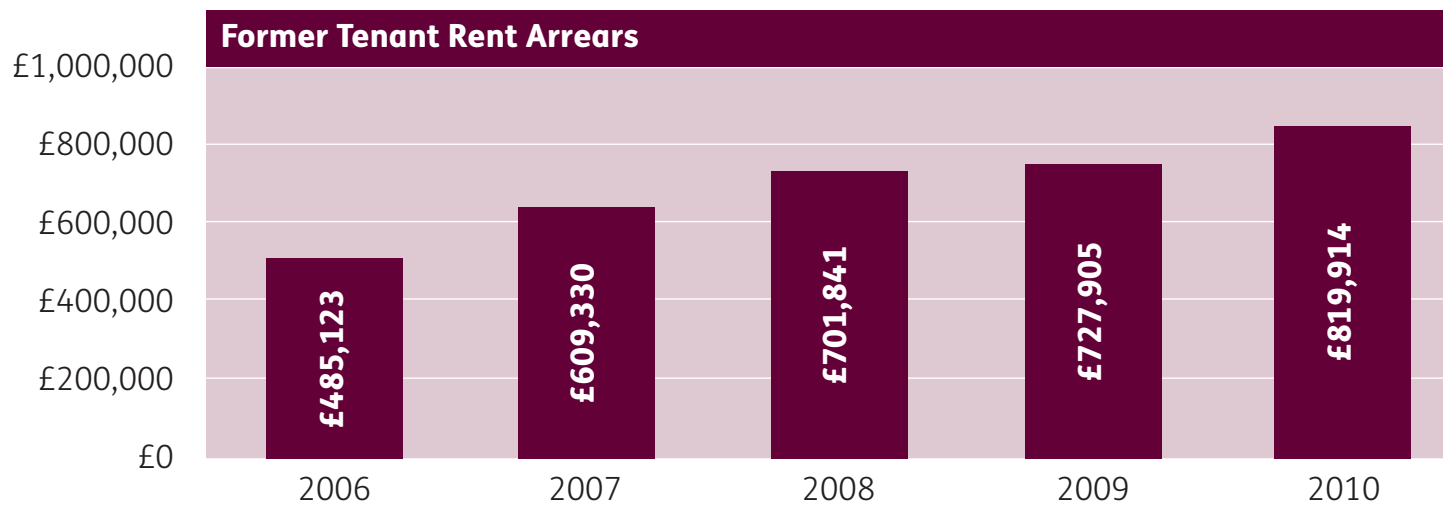
	07/08	08/09	09/10	Top performing landlords
% of tenants satisfied with overall repairs and maintenance service	83%	84%	87%	81%
% of tenants satisfied with the general condition of their home	87%	82%	85%	84%
% of homes that have a valid gas safe registered gas certificate	89%	98%	99%	99.9%
Average number of days to complete all repairs	N/A	5.4	4.26	6.77 days





Your Service

	07/08	08/09	09/10	Top performing landlords
% of tenants satisfied with overall services provided	88%	85%	89%	85%
% of tenants satisfied with value for money for rent	86%	81%	85%	82%
Average number of days to re-let empty properties	19.37	21.53	20.94	25.68



NB Figures based on information from 2008/2009

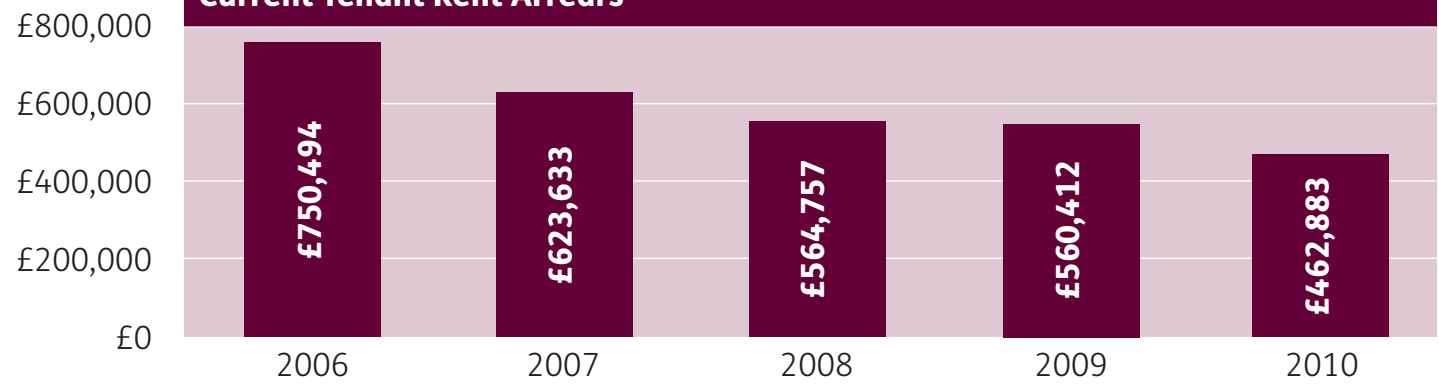
Your Say

	07/08	08/09	09/10	Top performing landlords
% of tenants satisfied that their views are being taken into account	N/A	68%	72%	67%
% of tenants satisfied about being kept informed	80%	73%	79%	N/A
% of tenants satisfied with complaint handling	68%	81%	75%	
% of complaints responded to within required timescale	82%	73%	75%	





Current Tenant Rent Arrears



Number of Evictions





Your Service Your Say

Please let us know what you think of this report

Have you read this report ? All of it Some of it None of it

How do you rate the look of the report ? Very good Fairly good OK Fairly poor Very poor

How do you rate the content of the report?

Very interesting fairly interesting OK Not very interesting Very uninteresting

What did you ????? & information? Very useful Quite useful Not very Useful Not useful

Would you like to be involved in helping produce next years report? Yes Possibly No

If yes: Name _____ Address _____

Have you any further comments about this report? _____

Please return to:



Creating Homes, Building Communities

Housing Services Annual Report 2010

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)

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

☎ 01904 551550

If you would like this information in an accessible format (for example in large print, on CD or by email) or another language please phone: 01904 ??? ??? or email: xxx.xxxxxx@york.gov.uk