

# Council Housing Annual Report

between April 2016 and March 2017

## Facts and figures at a glance



### Welcome to our new look Housing Annual Report for 2016/17.

Our new condensed annual report summarises the performance of the Council's Housing and Neighbourhoods Service during the last financial year: April 2016 to March 2017.

The report highlights where service areas have performed well and, more importantly, where there is room for improvement.

This new style gives us the opportunity to include the report as part of your Home Matters magazine to ensure all our tenants have the chance to see how well we are performing and how their rent is spent.

As you know from reading Home Matters magazines, much has been achieved over the last 12 months, including:

- Achieving Tpas accreditation for Excellence in Tenant Engagement
- Increasing the Housing Income team to provide more support to tenants in managing money
- Making improvements to void turnaround times
- Completing our second tenants' satisfaction survey; 85% of tenants are satisfied with the overall service provided
- Opening four short stay adapted apartments in Shaftesbury House.

For the next financial year 2017/18 we have a number of challenges to face and priorities to focus on, such as:

- Working towards a target of delivering 900 new homes a year
- Supporting our tenants who are facing financial difficulties
- Meeting the housing needs of our tenants
- Implementing major policies introduced by the Housing & Planning Act 2016
- Increasing the ways tenants can self-serve; for example online
- Working at a ward level to help neighbourhoods and communities have a better quality of life
- Meeting the homelessness duty to help eligible people.

**If you have any comments about our new look report please get in touch with us by emailing [councilhomes@rotherham.gov.uk](mailto:councilhomes@rotherham.gov.uk).**

#### Tom Bell

Assistant Director  
Housing and Neighbourhood Services  
Rotherham Council

# Performance at a glance

Rotherham Council is committed to delivering excellent services to our tenants and providing houses that you are proud to call homes. Here's a round-up of how we performed in the key areas that you said matter to you in our most recent Star Survey.

## Council Housing Stock

2014/15

2015/16

2016/17

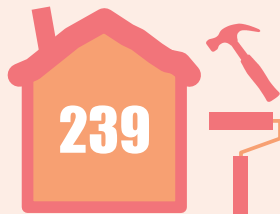
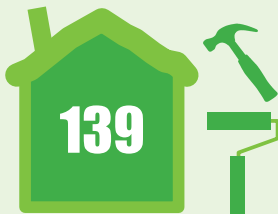
Total number of council housing



Right to buy completed



Non-decent homes – properties which would benefit from some modernisation



Total number of properties let

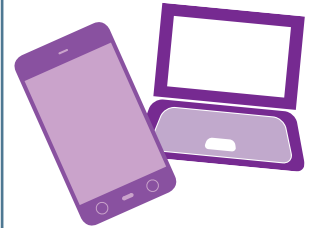


Average re-let days



\*Target: 22 days

## Keeping your estates safe (anti-social behaviour)



Number of ASB complaints reported

1003  
2014/15

1913  
2015/16

2433  
2016/17



Percentage of ASB complaints resolved

98.6%  
2014/15

98.7%  
2015/16

99.8%\* **ABOVE TARGET**  
2016/17

\*Target: 98.05%

# Repairs and Maintenance

Number and percentage of responsive repairs completed Right First Time

2014/15



27,092  
98.51%

2015/16



29,980  
96.66%

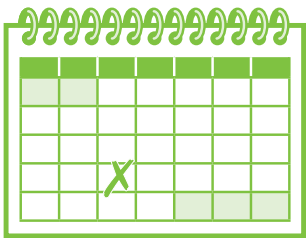
2016/17



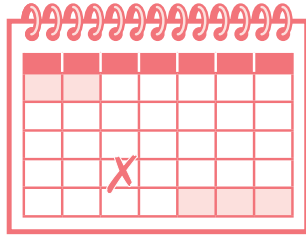
29,716  
93.98%\*  
\*Target: 94%

ON  
TARGET

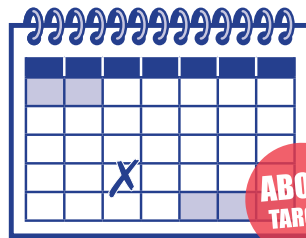
Number and percentage of repair appointments made and kept



26,735  
99.24%

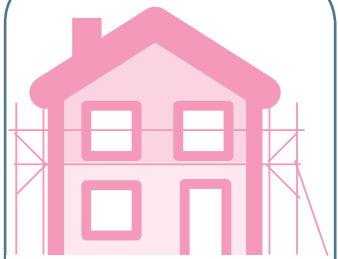


23,197  
99.37%



26,649  
99.54%\*  
\*Target: 99%

ABOVE  
TARGET



Customer Satisfaction  
Percentage of tenants satisfied with the repairs service

99.80%  
2014/15

99.81%  
2015/16

99.53%  
2016/17\*  
\*Target: 96%

ABOVE  
TARGET

# Complaints and compliments

Number of complaints received



328  
2014/15



268  
2015/16



368  
2016/17

Number of compliments received



170  
2014/15

97  
2015/16

114  
2016/17

Number of complaints responded to within corporate timescales



90%  
2014/15



94%  
2015/16



92%  
2016/17\*  
\*Target: 85%

ABOVE  
TARGET

# Making Sense of the Money

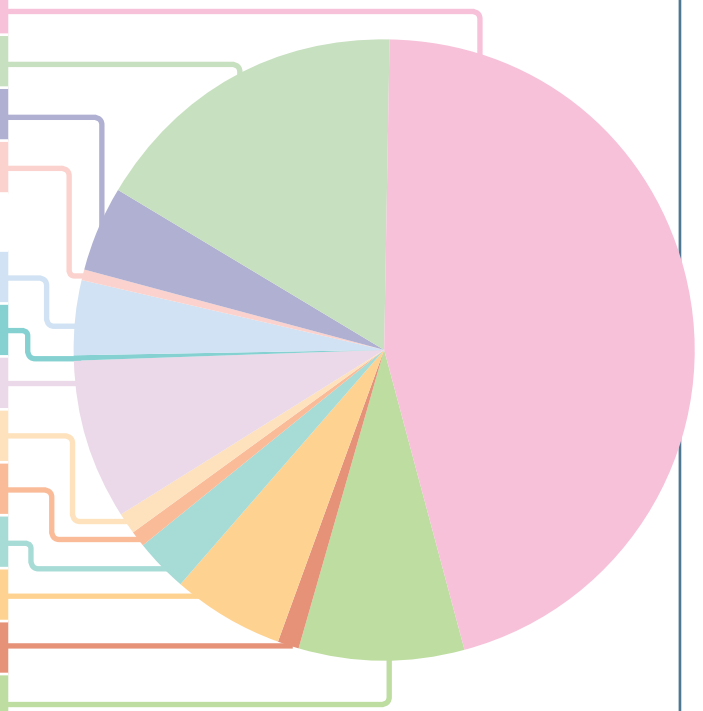
Rotherham Council has over 20,000 council homes. In 2016/17 the income was £85.1 million.

Below is an overview of how your rent was spent during the year.

Capital charges	£38,776,602	45.6%
Repairs and maintenance	£14,308,878	16.8%
Empty homes	£3,776,747	4.4%
Estate management	£526,641	0.6%

## Staffing and Service costs

Estate and tenancy management	£3,285,037	3.9%
Anti-social behaviour	£171,535	0.2%
Central services	£7,176,556	8.4%
Income management	£806,980	0.9%
Tenant involvement	£656,592	0.8%
New housing and housing strategy	£2,476,924	2.9%
Housing options, allocations and homelessness	£4,847,574	5.7%
Contracts, investment and compliance	£1,061,998	1.2%
Transfer to reserves	£7,223,533	8.5%
<b>TOTAL</b>	<b>£85,095,597</b>	



## For every £1 of rent you pay

**46p** is paid out for payment towards capital repairs and buying new houses, interest payable on borrowing the money to provide the houses and depreciation charges

**22p** is spent on repairing the houses and getting them in a lettable condition

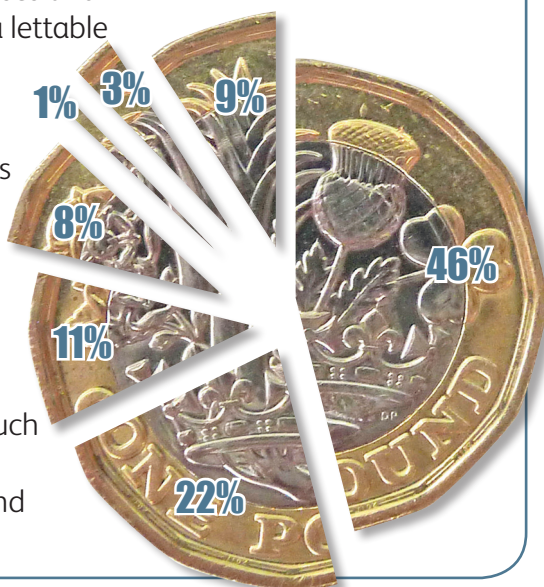
**11p** is spent on managing estates and tenancies including letting houses and collecting rent

**8p** is spent on central services such as management, administration and business support

**1p** is spent on tenant involvement

**3p** is spent on ensuring we're building the right homes in the right places

**9p** is transferred to reserves



## Focus on Income

Most of the income comes from rent but tenants and leaseholders are also charged for services and facilities that the Council provides.



House rents	£78,800,826
Garages and ground rent	£771,645
Furnished packages	£3,389,739
District heating	£882,610
Communal facility charges	£515,772
Right to buy receipts	£211,071
Leaseholder contributions to services	£182,740
Aids and adaptations	£161,469
Miscellaneous income	£179,725
<b>Total income</b>	<b>£85,095,597</b>