

# Council Housing Annual Report

between April 2017 and March 2018



## Welcome to our Housing Annual Report for 2017/18

This report summarises the performance of the Council's Housing Service during the last financial year, April 2017 to March 2018

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

This condensed format 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.

### We've continued to work hard to improve our service and so much has been achieved over the past 12 months:

- Launched the Rother Living brand for new housing and made a commitment to spend over £50 million on building new homes
- Won the award for Excellence in Tenant Engagement at the Tpas North Region Finals
- Introduced mandatory attendance for new applicants on pre-tenancy interviews and workshops which will help to sustain tenancies
- Following the restructure of the Housing Income team, increased rent collection performance from 98.35 % to 99.05 %
- Reduced the waiting time for major adaptations from 20.27 weeks in August 2013 to 2.93 weeks.
- Continued to improve void turnaround times – generating over £300,000 more income per year
- Led the refurbishment of Shiloh's new premises on Station Road, which involved our staff working alongside Mears and Fortem. Shiloh assists with early intervention for vulnerable adults and preventing homelessness.

### For the next financial year 2018/19 we have identified a number of priorities to focus on:

- Increase the number of new homes built
- Increase the provision of accommodation suitable for older people and people with disabilities
- Procure a new Repairs and Maintenance contract from 2020
- Continue to ensure all our homes are safe and compliant with regulations for fire, asbestos, gas and electricity
- Continue to develop our tenant involvement processes to help shape services
- Invest more resources into housing management
- Meet our new homelessness obligations
- Promoting a rent first culture
- Modernise and digitise services

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

**Tom Bell**  
Assistant Director,  
Housing Services

# 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 most.

## Council Housing Stock

**2015/16**

**2016/17**

**2017/18**

Total number of Council housing



Right to buy completed



New Council housing



Total number of properties let

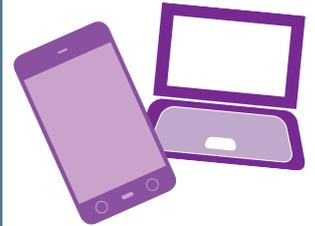


Average re-let days



\*Target: 21 days

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



Number of ASB complaints reported

**1,913**  
2015/16

**2,433**  
2016/17

**3,173**  
2017/18



Percentage of ASB complaints resolved

**98.7%**  
2015/16

**99.8%**  
2016/17

**99.8%\***  
2017/18  
BETTER THAN TARGET

\*Target: 99%

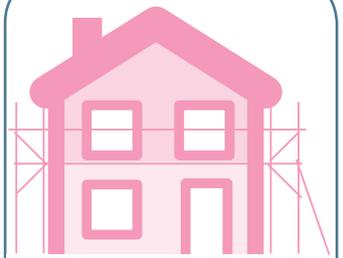
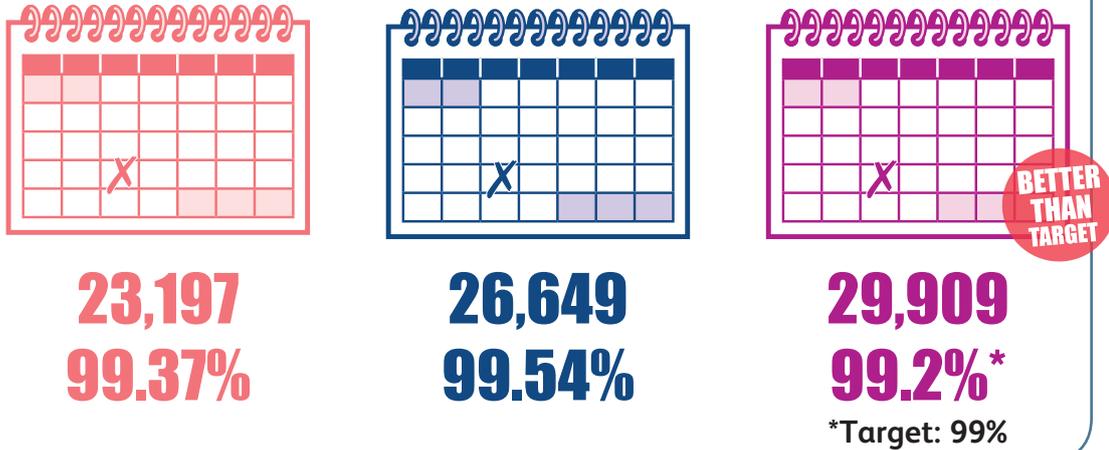
500 new Council houses planned over the next five years

# Repairs and Maintenance

Number and percentage of responsive repairs completed Right First Time



Number and percentage of repair appointments made and kept



**Customer Satisfaction**  
Percentage of tenants satisfied with the repairs service

**99.81%**  
2015/16

**99.53%**  
2016/17

**99.4%**  
2017/18\*  
\*Target: 96%

# Complaints and compliments

Number of complaints received



Number of compliments received



**97**  
2015/16

**114**  
2016/17

**183**  
2017/18

Number of complaints responded to within corporate timescales



Customer feedback is important and we will use it to make improvements.

# Making Sense of the Money

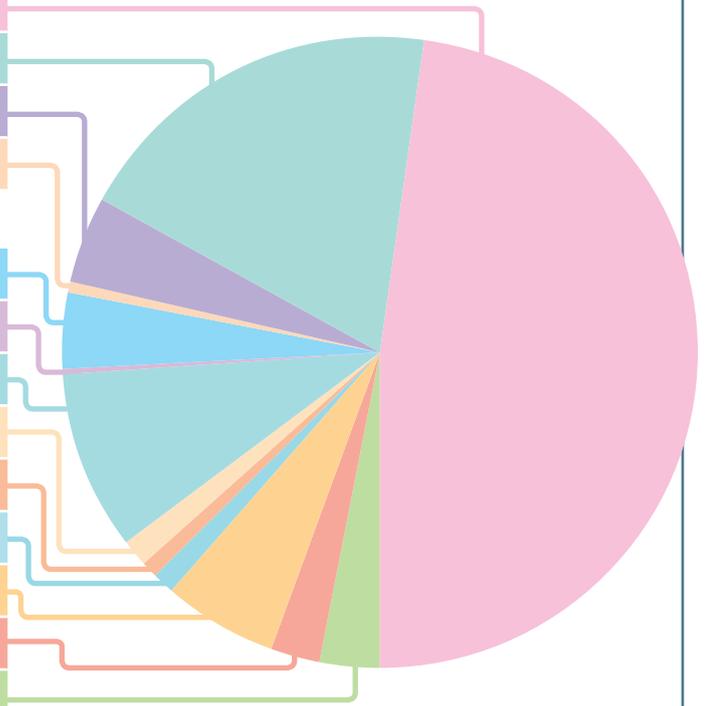
Rotherham Council has over 20,000 Council homes. In 2017/18 the income was £84.3million.

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

Capital charges	£40,395,853	47.9%
Repairs and maintenance	£16,196,179	19.2%
Empty homes	£3,649,255	4.3%
Estate management	£614,027	0.7%

## Staffing and Service costs

Estate and tenancy management	£3,365,991	4%
Anti-social behaviour	£165,457	0.2%
Central services	£7,666,820	9.1%
Income management	£1,176,635	1.4%
Tenant involvement	£651,280	0.8%
New housing and housing strategy	£1,041,142	1.2%
Housing options, allocations and homelessness	£4,859,198	5.8%
Contracts, investment and compliance	£2,048,348	2.4%
Transfer to reserves	£2,515,425	3%
<b>TOTAL</b>	<b>£84,345,609</b>	



## For every £1 of rent you pay

**49p** is paid out on capital repairs, new Council housing, interest on borrowing and depreciation charges

**1p** is spent on tenant involvement

**3p** is transferred to reserves

**26p** is spent on repairing the houses and getting them in a lettable condition

**12p** is spent on managing estates and tenancies including letting houses and collecting rent

**9p** is spent on central services such as management, administration and business support



## 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	£77,873,109
Garages and ground rent	£765,029
Furnished packages	£3,496,749
District heating	£706,301
Communal facility charges	£502,202
Right to buy receipts	£260,000
Leaseholder contributions to services	£164,018
Aids and adaptations	£219,598
Miscellaneous income	£358,602
<b>Total income</b>	<b>£84,345,609</b>