

# COUNCIL HOUSING Annual Report

## April 2021 – March 2022



## WELCOME TO OUR HOUSING ANNUAL REPORT 2021/22

**This report summarises the performance of the Council's Housing Service during the last financial year, April 2021 to March 2022.**

The report highlights where service areas have performed well and, more importantly, where there is room for improvement. I'm pleased to share the report with you as part of your Home Matters magazine to ensure you all have the chance to see how well we are performing and how your rent is spent.

### TENANT ENGAGEMENT FRAMEWORK 2022/23 - PRIORITY OUTCOMES

<b>Outcome one</b>	Putting our customers at the heart of everything we do.
<b>Outcome two</b>	Delivering a range of options to give all our tenants an opportunity to get involved.
<b>Outcome three</b>	Supporting our tenants to get involved in their community, providing help to each other, and taking pride in their neighbourhood.
<b>Outcome four</b>	Enabling tenants to scrutinise and challenge our performance by providing open, transparent and accessible information.
<b>Outcome five</b>	Ensuring the relationship with our tenants is built upon a culture of openness, understanding and mutual respect.

**Tenant satisfaction measures** (TSM) are intended to make landlords' performance more visible to tenants, and help tenants hold their landlords to account. All UK landlords will publish against these measures by autumn 2024. You can see some of these represented on each page. We will be assessing our performance against these measures through a tenant perception survey in 2023.

### SOME KEY ACHIEVEMENTS



Successful in external funding bids including: Rough Sleeper Initiative (established Rough Sleeper Team), Next Steps, Accommodation Programme, Rough Sleeper Accommodation Programme (inc. Rough Sleeper Accommodation Hub), Cold Weather Fund and Covid Funding.





Increased accommodation provision to support homeless households by increasing temporary units from 64 to 114, set up a seven bed Rough Sleeper Accommodation Hub, 20 move on properties for rough sleepers and increased Housing First accommodation to 30 units for people with complex needs.






Supported 1058 homeless households and of these 1105 households provided with temporary accommodation



# HOME STANDARD

## TSM : Homes are safe

**90.85%**    
Repairs completed right first time, target 87 %  
(up 3.05 % from last year)

**95.21%**    
Satisfied with repairs, target 88 %  
(up 0.71 % from last year)

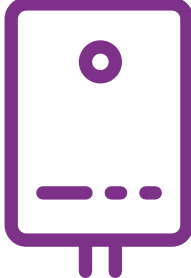
Repairs completed within timescales – 99.57 % within four hours and 99.64 % within 28 days 

**100%**    
Homes meet decent homes standard (up 1 % from last year)

**GAS**   
99.97 %, target 100 %

**1,077**   
New fire doors on Council Flats

**152**   
Cavity Wall/External Wall insulations

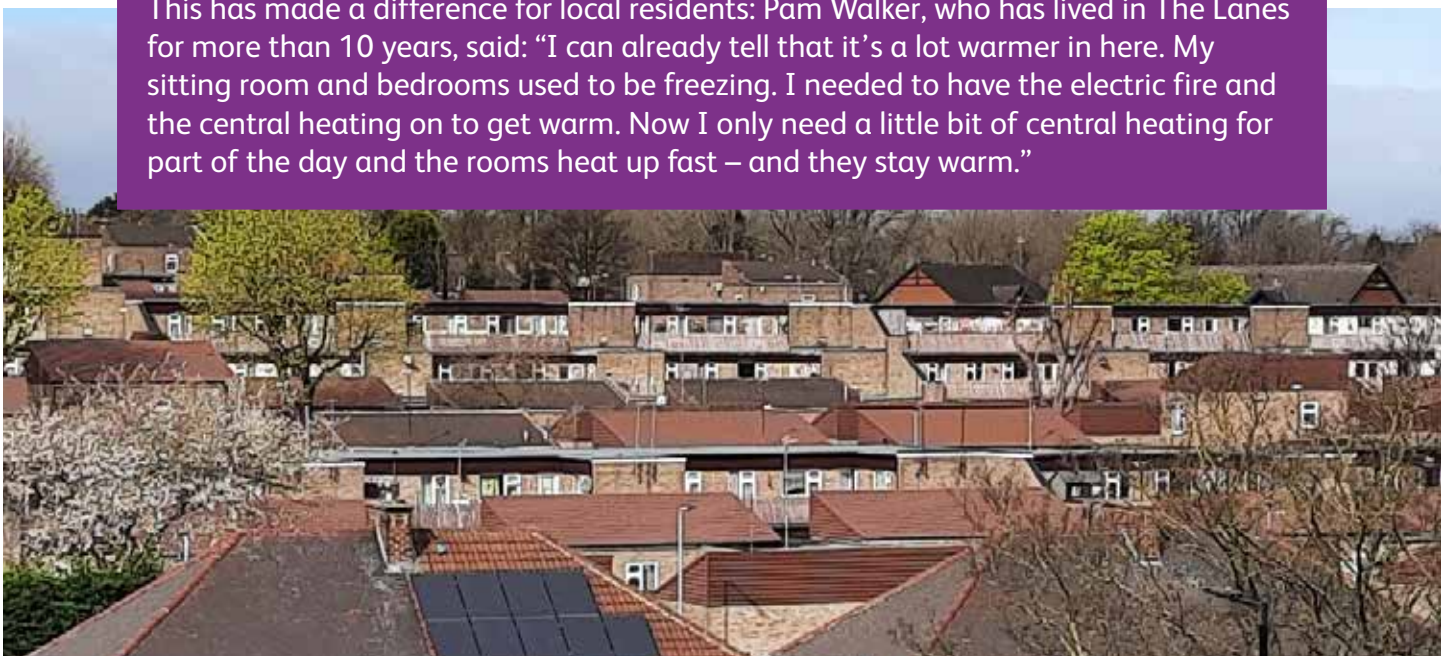
**984**   
Gas Boiler installs

**390**   
Loft insulation installs

### CASE STUDY

In 2021, The Lanes project, improved the energy efficiency of 217 low-income households in East Dene. It is estimated that these improvements cut the amount of energy needed to heat their homes by an average of **£323 per year**. The improvements are expected to eliminate approximately 1.5 tonnes of CO2 emissions annually.

This has made a difference for local residents: Pam Walker, who has lived in The Lanes for more than 10 years, said: “I can already tell that it’s a lot warmer in here. My sitting room and bedrooms used to be freezing. I needed to have the electric fire and the central heating on to get warm. Now I only need a little bit of central heating for part of the day and the rooms heat up fast – and they stay warm.”



# TENANCY STANDARD

TSM: The Landlord treats tenants fairly and with respect

TSM: Homes are let in a fair, transparent and efficient way.  
The landlord should take into account the housing needs and aspirations of tenants and potential tenants

## KEY ACHIEVEMENT :

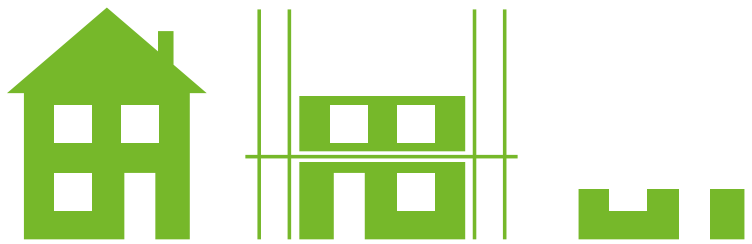
The Advocacy and Appeals Team achieved Advice Quality Standard Accreditation



**20,141**

Total number of homes  
(down 120 from last year)

**84**



New build and Council input homes delivered  
(41 rent, 43 Shared Ownership)

**208**

Right to buy completed  
(up 118 from last year)



**1,236**

Total properties let  
(down 119 from last year)



**49.59**

Average Days to relet (down 7.64  
days from last year)

## CASE STUDY

We have designed development specifically to support people with learning disabilities and autism. Rotherham Council Cabinet Member for Adult Social Care Cllr David Roche said: "The new houses at Conway Crescent will bring the Council's respite service right up to date with brand new facilities equipped to serve a wider range of people's needs.

"Our carers are there for their loved ones 24 hours a day, seven days a week. This new respite service will give more opportunities for carers to have a much-needed short break, in order to carry on their very important caring roles."

## MAKING SENSE OF THE MONEY

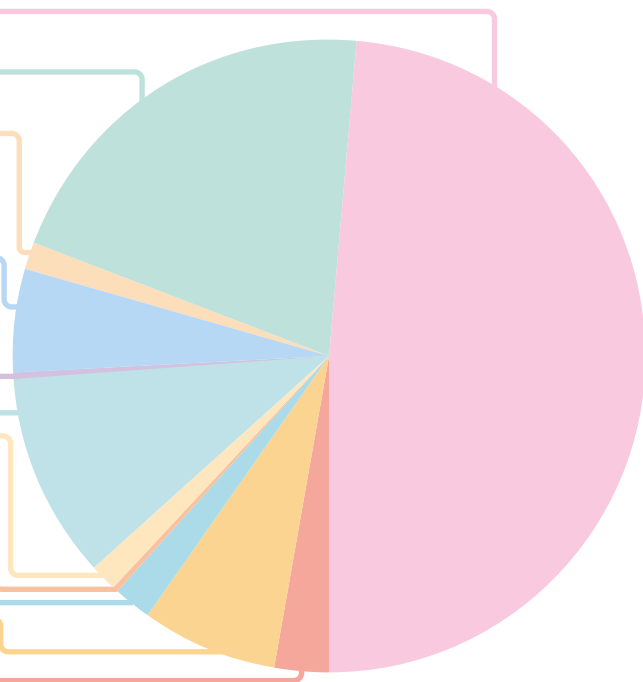
Rotherham Council owns and manages over 20,000 council homes. In 2022/23 the income was £85,879,454

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

Capital Charges	41,831,629	48.7%
Repairs & Maintenance	17,671,776	20.6%
Estate Management	1,299,581	1.5%

### Staffing and Service costs

Housing Management	4,457,505	5.2%
Anti-Social Behaviour	123,398	0.1%
Central Services	9,094,034	10.6%
Income Management	1,362,817	1.6%
Tenant Involvement	85,312	0.1%
New Housing and Housing Strategy	1,611,647	1.9%
Housing Options, Allocations and homelessness	6,111,268	7.1%
Contracts, Investment & Compliance	2,230,487	2.6%
<b>Total Expenditure</b>	<b>85,879,454</b>	<b>100%</b>



## FOR EVERY £1 OF RENT YOU PAY

**11p** is spent on central services such as management, administration and business support

**2p** is spent on developing new housing

**15p** is spent on managing estates and tenancies including letting houses and collecting rent



**23p** is spent on repairing the houses and getting them in a lettable condition

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

## 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	£78,289,265
Garages and ground rent	£697,023
Furnished packages	£4,374,722
District heating	£532,750
Communal facility charges	£385,827
Right to Buy receipts	£270,400
Leaseholder contributions to services	£230,713
Aids and adaptations	£178,964
Miscellaneous income (incl. strategic)	£845,992
<b>Total income</b>	<b>£85,805,656</b>
<b>Transferred from reserves</b>	<b>£73,798</b>
<b>Total funds used</b>	<b>£85,879,454</b>



# NEIGHBOURHOOD AND COMMUNITY STANDARD

TSM: The landlord keeps communal areas clean and well maintained

TSM: The landlord makes a positive contribution to neighbourhoods

TSM: Satisfaction with the landlord's approach to handling anti-social behaviour

## KEY ACHIEVEMENTS

- Successfully implemented 25 Ward Housing Hubs across the borough since April 2021, engaging with tenants through a number of options.
- The ESF Pathways Project has supported over 500 residents on their journey to secure employment or training. Funding to extend the project has been secured to December 2023.
- Achieved 100% of ASB cases resolved. Officers have also been equipped with the tools and powers to serve Community Protection Warnings and Notices to tackle ASB and environmental issues

## CASE STUDY

The RotherFed Friendship Calls project was shortlisted for the “Excellence in Community Action Award” at the annual Tpas Awards which took place in October 2021.

Rotherfed CEO, Phil Hayes, would like to say a big thank you to all the amazing volunteers that have given so much of their time up to help isolated people in our communities through some really difficult situations and a huge thank you to all our (Rotherfed) staff team that have been involved in and created an incredible service through their passion, resilience and hard work.



# TENANT INVOLVEMENT AND EMPOWERMENT

TSM: The landlord listens to tenant views and acts upon them

TSM: The landlord keeps tenants informed about things that matter to them

## KEY ACHIEVEMENT

In 2022, the Council was successful in being 'Exemplar Accredited' by Tpas, the national tenant engagement organisation. Tpas are England's leading Tenant Engagement experts. They promote, support and champion tenant involvement and empowerment in social housing across England. The Accreditation process has supported us in placing tenants and residents at the heart of everything we do, and we take every opportunity to involve them in decision-making. We are the only third housing provider in the country to achieve this.



**172**

Compliments received  
(up 63 from last year)



**482**

Complaints received  
(up 122 from last year)

## YOU SAID, WE DID



**You Said:** You'd like to be able to request a repair online instead of making a phone call.

**We did:** Develop a customer portal that

allows tenants to book repairs at a time that suits them.

**You Said:** Set up a group to discuss tenant satisfaction.



**We did:** This group meets monthly, including a tenant representative.



**You Said:** Offer more ways for customers to provide feedback after repairs.

**We did:** As well as our text service, 10 customers are being phoned for feedback by Equans and Mears every month.



**You Said:** You want the information online to be easy to find and understand.

**We did:** Put an action plan in place that ensures regular internal and independent assessment of the Council's website.