



Annual Report



Dear Tenants

Welcome to the 2016/17 annual report - a chance to celebrate our key achievements and show you how we performed.

The year started with a number of announcements from Government that had the potential to seriously impact our housing service. A 1% rent reduction was welcomed by many tenants, but the predicted loss of income dealt a big blow to our finances. We worked with TACT representatives and local members to find a solution. We've made some

changes and are confident you won't notice any reduction in our services.

Other proposals including selling high value properties and "pay to stay" have not come to fruition but we are still looking at whether we should charge higher rents for the few very high earners who are tenants and whether fixed term tenancies for new tenants should be introduced.

But despite the financial challenges, there were many important milestones last year. The highlights included:

- Increasing the number of new, affordable homes locally
- Continuing to invest in our current stock to ensure every property meets the Decent Homes standard
- Starting work on the two largest Council developments to be built in Winchester for 20 years.

Building on this success, we have lots of exciting plans for the future. Over the next year I am greatly looking forward to working with the Housing Team, the tenant representatives and fellow ward councillors to deliver the best home for the residents of our District

I hope that I get to meet as many of you as possible over the next year and please make a note in your diary to join the Housing staff and me at the tenants' conference on 24 February, 2018.

Cllr Caroline Horrill

Leader and Portfolio Holder
for Housing

Summary of the year



12 new homes were built



£2,128,526 million spent on day to day repairs to your homes



99.12% of all rent was collected



738 disabled adaptations were carried out



91% tenant satisfaction rate with our service





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Investing in your homes

We are committed to investing in your homes and neighbourhoods to ensure they all meet the Decent Homes Standard.

| Investing in Your Homes | Amount | Numbers |
|--------------------------------------|----------|----------------|
| Day to day repairs to your homes | £2.128m | 21,104 jobs |
| Preparing empty homes for re-letting | £634k | 350 properties |
| External building/roofing works | £1,749k | 561 jobs |
| Heating systems | £1.361mm | 340 jobs |
| Windows/doors | £502k | 843 jobs |
| Kitchens and bathrooms | £1.912m | 615 jobs |
| Disabled adaptations | £531k | 738 jobs |
| Loft conversions | £128k | 5 (9 started) |
| Estate improvements | £191k | 8 completed |

General performance

For all of the indicators below, the Council has performed better than average.

| | 2015/16 Performance | 2016/17 Performance | National Average |
|---|---------------------|---------------------|------------------|
| Rent arrears (as a % of total rent due) | 1.39% | 1.25% | 2.68% |
| Average time to complete a repair | 5.5 days | 4.27 days | 10 days |
| Tenant satisfaction with Housing Services | 89% | 91% * | 84.4% |
| Tenant satisfaction with their neighbourhood | 90% | 87% * | 84.7% |
| Average re-let time for Council homes | 10.6 days | 11.48 days | 26 days |
| Average cost per property of Housing Management | £349 | £367 | £445 |
| Average cost per property for repairs and voids | £662 | £715 | £804 |

* From the last tenant satisfaction survey 2017



How is your rent spent?

In the last year, each £1 of rent you paid has been spent in the following areas:



Listening to you

We're always ready to listen to your feedback, and make changes to our service depending on what you tell us.

Our recent tenant satisfaction survey was a chance for you tell us what you think. We are already busy making lots of improvements that you suggested.

You told us we need to reduce the call back about outstanding repairs, make it easier to get through to the right person on the phone and improve the service charge information - and that is exactly what we are doing!

We're also having a fresh look at the ways we engage with tenants, in order to get more feedback from you - especially younger households.

It pays to have your say

In previous surveys you told us we need to improve our repairs and maintenance service and the quality of grounds maintenance in sheltered schemes, and we're delighted

that satisfaction in both of these areas has increased.

We've also worked hard to improve the ways we listen to and act on your views, and, whilst many more of you are happy with this area we know there is more work to do.

What you told us

- 91% of tenants satisfied with the overall service
- 86% satisfied with the overall quality of their home
- 93% agree our staff are friendly and approachable
- 90% of tenants with a disability say they were treated fairly
- 88% satisfied their rent provides value for money

Allocations

| | |
|--|------------------|
| Households registered on Hampshire Home Choice | 2,029 |
| % of households in Band 3 – medium priority | 79.2% |
| Average Band 3 wait time for 3 bed house | 2 years 7 months |

Lettings

| | |
|--|-----|
| Lettings to tenants new to social housing | 214 |
| Lettings to existing tenants | 99 |
| Tenants assisted by Wise Move downsizing programme | 32 |

Evictions

| | |
|---|---|
| Tenants evicted as a result of rent arrears | 2 |
| Tenants evicted for other reasons | 7 |

Congratulations to our three winners from the tenant satisfaction survey. Ms Mason won an iPad Ms Mason said "It's going to make a great difference. I look forward to accessing the Internet, doing my shopping online and using Skype to speak with my friends overseas." Mrs Bayley and Mrs Stevens both won love to shop vouchers.



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A colourful look back over the past year



TACT continued providing a voice for tenants.



The Party in the Park event was a fun day out for the whole family.



Entries for our gardening competition were outstanding and inspired many tenants to create stunning outside spaces.



There were more tenant training opportunities enabling residents to develop new skills.



Our tenant Scrutiny and Performance panels have suggested ways we can improve, including new trees in Compton.



Communal lounges in our sheltered schemes have been redecorated and refurbished.



Chichester Careline took over the community alarm service.



We launched an interactive Tenants Handbook on our website. www.winchester.gov.uk/tenanthandbook



We agreed to extend the maintenance contract with Osborne for a further five years.



We won lots of awards including the national Gold Standard Award for Homelessness Prevention, a Solent Design Award for the Symonds Close development in Weeke and our New Homes Programme reached the finals of the UK Housing Awards.

Looking ahead in 2018

We have exciting plans for the future, including investing in your homes and neighbourhoods and doubling our New Homes programme so that more people in housing need can settle in the local area.

We plan to build over 300 homes in the next three years.

- We will open Victoria Court and Chesil Lodge (providing specialist extra care accommodation)
- We will consult on whether we should reintroduce some discretionary services
- We will modernise arrangements for tenant engagement and involvement
- We will reduce rents by another 1%
- Establish a Housing Company to help accelerate our new homes programme
- Continue to improve the Housing services to you
- Hold a conference for all tenants - look out for more information and save the date, 24 February 2018!

