

CORNWALL HOUSING

Annual Tenants' Report 2018/19

www.cornwallhousing.org.uk



PART OF THE
CORSERV GROUP
**A CORNWALL
COUNCIL COMPANY**



Foreword | Nick Cross, Managing Director



Welcome to your latest annual report. It has been a really busy year with lots of improvements being made to our services and the largest programme of improvements to homes since Cornwall Housing was formed. 100% of our homes now meet the Cornish Housing Standard for the first time. We have also seen some significant improvements in fire and gas safety to help keep you safe.

After the introduction of the new Homeless Reduction Act, we have worked hard to provide housing solutions to help prevent people from becoming homeless and the number of rough sleepers have reduced for the second year running.

Our income team have worked really hard to support families and individuals impacted by the roll out of Universal Credit and they have achieved an increase in rent collection, a reduction in evictions and over £700,000 extra income for tenants, helping those who need it most.

We will continue to work hard to improve our services, making sure we seek out every opportunity to use feedback from you to make a difference every day.

Our objectives are:

Achieving the **Cornish Housing Standard** and maintaining our homes



Creating and acquiring **new homes**



Efficient use of resources



Excellent housing services



Good governance and tenant involvement



In 2018/19



of our homes met the government's **Decent Homes Standard**

of our homes met our **Cornish Housing Standard by March 2019**

On behalf of Cornwall Council we manage and maintain **10,288** council homes and look after around **399** leaseholders. We also manage garages, pitches, shops and land in neighbourhoods with council housing. We deliver the Cornwall Homechoice, Housing Options and advice services for the Cornwall Council and have **56** of our own homes that we built for social rent in Cornwall.

Homes



Your home

We invested **£15,846,545** upgrading

of your homes



423
new
kitchens



316
doors
replaced



576 new
heating
systems



449
windows
replaced



347
new
bathrooms



335
home
adaptations



£1.2m
on roof
replacements

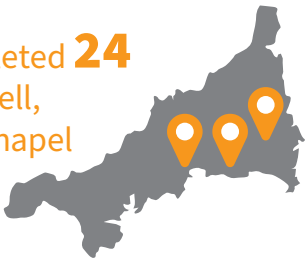


Repairs and housing resources



New homes

In 2018/19 we completed **24**
purchases in St Austell,
Dobwalls, St Anns Chapel
and Pelynt



618 homes were
made ready to let
within an average time
of 34.26 days

2018-19 Responsive repairs budget	£9.853m
Responsive repairs completed	28,675
Cyclical maintenance works completed	7,783
Emergency repairs responded to on time	99.71%
Responsive repairs completed on time	96.27%

Rent collected	99.92%
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46 homes were
purchased by tenants
under Right to Buy



Communities and neighbourhoods



Together for Families

We partner with Cornwall Council to provide key worker support to vulnerable families.

- **60 new families** supported, 84 in total
- **£316,350 gained for families** through debt reduction and increase in income
- **21** helped to avoid homelessness or to secure housing.



Smart Tenants Money Box

This is a course that helps residents with the knowledge and skills to get on top of their finances as well as build confidence and meet new friends.

- **92 residents** gained a European Social Fund place this year, making 175 in total
- **22** people have found employment over the two years the project has been running
- **20** people have moved into further education following the course
- **£30,000** match funding this year brought in additional funding of **£77,000**



European Union
European
Social Fund

Communities



Tenant
Associations
supported



Our Inclusion Advisors supported tenants to achieve **£715,595.87** in additional benefits/income and debt reduction



Community
clean ups



Fire Safety

Over the last year we have reviewed all 200 Fire Risk Assessments for our blocks to make sure they remain up-to-date and actions needed have been carried out. Our Tenant Scrutiny Panel carried out an independent review of fire safety and we have completed all their recommendations.



Estate Improvements

We have worked hard to improve the standard of our Grounds Maintenance and Cleaning contracts and have identified from your feedback that we have more work to do to improve some of the shared areas on our estates, particularly around our flats. We have set up a detailed project to review and improve our standards and will be investing £500,000 a year in improving these areas.

Customers



our customer services team handled **151,605** calls

Compliments and complaints

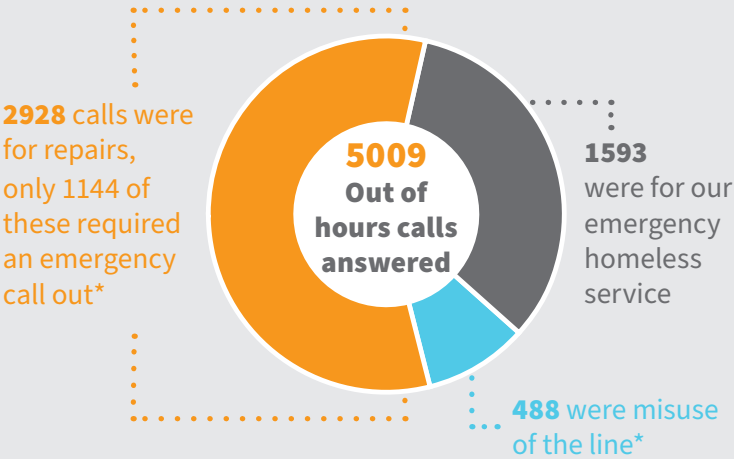
214

complaints received and processed
50% of these were either upheld or partially upheld

“ Thank you SO, SO MUCH for arranging for external lights here at Ladywell! A very nice electrician was here on Monday and yesterday and we now have excellent lights - one by the metal gate, which lights my way in and out via the ramp and one on the back of the block, near my bedroom window, which lights the garden and path to the back of Ladywell. Both are such an amazing help with my limited sight and I am sure will be of great help to the other tenants. I cannot thank you enough for your kind help in facilitating all of this. ”

Quote from tenant

Out of hours/emergency telephone service



*Please help us to keep this line for emergency call-outs only.



Excellent housing services



number of 16/17 year olds in B&B



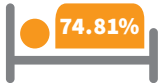
number of families with children in B&B



total number of approaches to the Housing Options service



Cornwall's rough sleeper annual count in November 2018 - 53 compared to 68 in 2017 and 99 in 2016



successful homelessness preventions



new lets through Cornwall Housing Private Lets



Nos Da Kernow - **702** referrals to the project
359 cases prevented from rough sleeping

Involving our tenants

- 7963 residents gave us their views
- 100% feedback considered
- 91% feedback resulted in action
- 12 policies and services changed as a result
- 16 area reps supported
- Supported 4 other groups
- Tenants' Scrutiny Panel reviewed our approach to health and safety



Good governance In March 2019:



Nick Cross,
Managing
Director

Independent board members



Tim
Jeans
(Interim
Chair)



Nigel
Williams



Shelley
Thornton

Tenant board members



Hazel Tearne



Martin Emery
(Vice Chair)



John Harris

Councillors



Mary May



Mike McLening



Jacquie
Gammon

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 **recycle**
for Cornwall

 **eylgylghya rag Kernow**



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