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CORNWALL HOUSING

Annual Tenants' Report

2017/18

www.cornwallhousing.org.uk

Foreword | Nick Cross, Managing Director

Welcome to our latest annual report. There have been lots of changes in how we deliver our services this year, all designed to improve the service we provide to our customers. We have seen new homes delivered and improvements in how quickly we turn around empty properties. Over 99% of all properties meet the Cornish Housing Standard with 4900 benefiting from upgrades.

We also work hard to support our customers and there have been great outcomes for communities through support with employment, training and finances. We are particularly proud of our work to improve the lives of some of the most vulnerable by reducing rough sleeping in Cornwall.

The views of our residents are vital and we have created a new Involvement Strategy to ensure we use this feedback to continuously improve services. My team and I really look forward to working with residents this year to make Cornwall Housing work better for you.

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 2017/18

of our homes met the government's Decent Homes Standard

of our homes met our Cornish Housing Standard by March 2018

On behalf of Cornwall Council we manage and maintain **10,285** council homes and look after around **379** leaseholders. We also manage garages, pitches, shops and land in neighbourhoods with council housing. We deliver the Homechoice, Housing Options and advice services for the Council and have **56** of our own homes that we built for social rent in Cornwall.

Our 2017/18 **STAR** resident satisfaction survey showed:

86% Overall resident satisfaction

88% Value for money satisfaction

Homes

Your home

We invested **£12,346,000** upgrading **4900** of your homes, including:

- **421** new kitchens
- **151** doors replaced
- **274** new heating systems
- **291** windows replaced
- **425** new bathrooms
- **513** home adaptations

Repairs and resources

2017-18 Responsive repairs budget	£9.545m
Responsive repairs completed	28,750
Cyclical maintenance works completed	6,587
Emergency repairs responded to on time	99.82%
Responsive repairs completed on time	95.33%

Rent income collected	99.75%

New homes

41 new council homes were built for local families in Goonhavern and St Ann's Chapel

635 homes were made ready for re-let within an average time of 31 days

86 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. Between October 2017 and March 2018:

- **27 families** were supported
- **£25,521 benefit for families** through debt reduction and benefits increase
- **6 families** 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.

101 residents took part. Some of them went on to:

- achieve the budgeting qualification
- get a qualification in customer service skills
- take up volunteering or get into work
- access further education.

European Union
European Social Fund

Communities

143 new anti social behaviour cases opened

88 resolved, the remainder are on-going

Tenant satisfaction with the way we dealt with anti-social behaviour up by **22%**

15 Residents referred to support to work programmes

3 Community clean ups

Our inclusion advisors helped our tenants access **£589,233** in total

Green Infrastructure for Growth

This year we agreed to sign up to the Council's Green Infrastructure for Growth initiative, investing in urban green spaces and making them better places for people and for wildlife. This includes providing planting schemes and trees to estates we manage in Bude and Saltash.

Customers

Our customer services team handled **177,528** calls.

Compliments and complaints

236 official compliments received

154 step one complaints processed

55.2% of step one complaints upheld

> Thank you so much for your support, advice and help. It was a very difficult and stressful time which was made easier by your friendly calm voice at the end of the phone and by knowing you were working with me towards a solution.

Housing Options customer

Out of hours/emergency telephone service

3217 calls were for repairs, only 1369 of these required an emergency call out*

1862 were for our emergency homeless service

513 were misuse of the line*

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

Excellent housing services

8659 households received advice from our Housing Options service

1363 individuals and families were prevented from becoming homeless

237 people accepted accommodation to end their homelessness

99 **68** reduction in rough sleeping, from 99 to 68 people

Involving our tenants

- 3276 residents gave us their views
- 80% feedback resulted in action
- 7 policies/services changed as a result
- New Resident Involvement Strategy created
- New performance measures to show we are:
  - Listening
  - Acting
  - Feeding back to tenants

Good governance

In March 2018:

Nick Cross, Managing Director

Independent board members

Mr Colin Dennis (Chair)

Dr Nigel Williams

Mr Peter Ledson

Ms Shelley Thornton

Tenant board members

Ms Hazel Tearne

Mr Martin Emery (Vice Chair)

Mr John Harris

Councillors

Cllr Mary May

Cllr Linda Taylor

Cllr Jacquie Gammon

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