

# Cornwall Housing Annual Tenants' Report 2016/17



On behalf of Cornwall Council we manage and maintain about **10,400 Council homes**. We look after about **300 leaseholders** on behalf of the Council and manage garages, pitches, shops and land in neighbourhoods with Council housing. We also deliver the Homechoice, Housing Options and advice services for the Council. Additionally we have **56 of our own homes** that we built for social rent in Cornwall.



## 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



**We have listened to your feedback telling us what information you want in your tenants' annual report.**

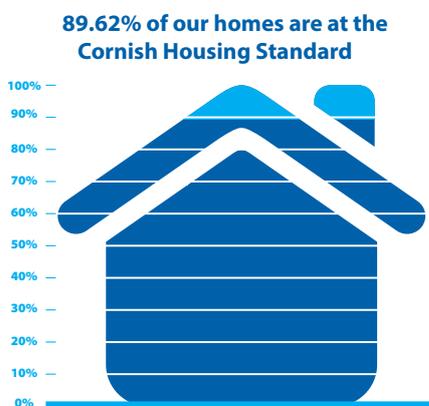
This report is based on your feedback and gives an overview of what has been happening with your housing services over the last year.



## Maintenance of your home

**89.62% of our properties achieved the Cornwall Housing Standard in 16/17.** We are committed to achieving 100% by 31 March 2018 and can report our planned works programme has 1078 homes targeted for improvements in order to achieve this.

Our planned maintenance programme is created based on date, age and condition of the different parts of your home. We are in the process of re-designing our website and we plan to have a copy of the programme on the new website when it launches



2016-17 Repairs and maintenance budget	
Responsive repairs	<b>£8.389m</b>
Planned works	<b>£11.413m</b>

<b>28,911</b>	Responsive repairs completed
<b>6586</b>	Planned/Cyclical service work
<b>601</b>	Homes had window upgrades
<b>367</b>	Kitchen upgrades
<b>320</b>	Bathroom upgrades
<b>163</b>	Boiler upgrades
<b>1610</b>	External paint works
<b>25</b>	Gutter replacements
<b>58</b>	Roofing

<b>705</b>	Homes made ready for re-let
<b>33</b>	Days average time to get a home ready for re-let
<b>454</b>	Home adaptations

## Building and acquiring more homes

We are working with the Council to make sure we build and acquire as many new homes as possible.

**15** new Council homes let

**41** new Council homes being built



**Goonhavern** – building of **23** new homes started, (expected completion in early December 2017)

**69** homes were purchased under the Right to Buy.



**East Looe**  
**15** new homes built with tenants now settled in



**St Anns Chapel**  
**18** new homes acquired. First phase now complete



## Excellent housing services

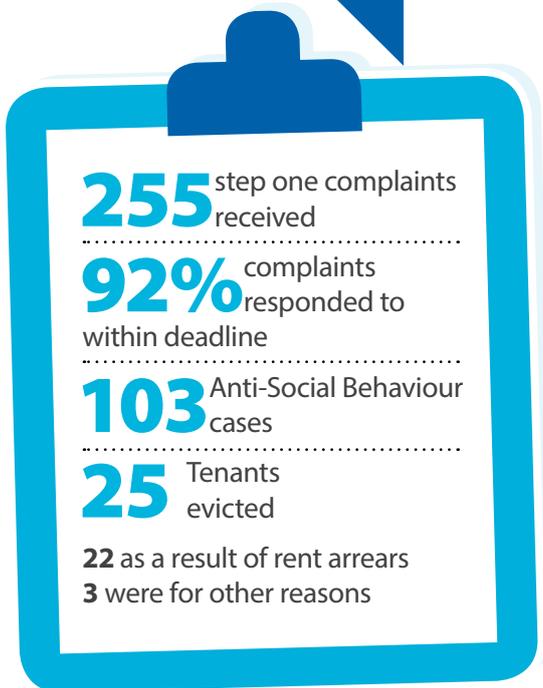
**93** official compliments received in 2016-17

“ Dear Housing Options,  
Thank you so much for the time and compassion you extended to us this morning, I have no words for how grateful I feel at the moment.”

“ I have had bad experiences in the past ringing official people. I was very upset but plucked up the courage to ring in, your rent assistant was both helpful and understanding and has changed my perception of Cornwall Housing!”

“ Hello there,  
We would like to pass on our thanks and appreciation regarding our visit from your electrician last Friday re our Night Storage Heaters.

He was very efficient, personable, polite and couldn't be helpful enough. Thank you.”



**113,530**

calls handled by our customer services team

**80.5%** of calls answered within **20 seconds**

**18 seconds** is the average time taken to answer calls

Out of Hours, telephone emergency service

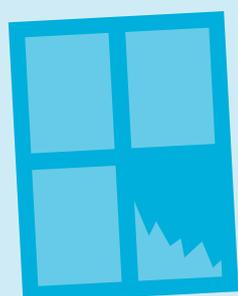


**3834**

calls were answered in 2016 – 17

**1315** calls were genuine emergencies that required an operative to attend

Some calls were for our **emergency homeless service**



### Repairs

**98.26%** of emergency repairs completed on time

**97.46%** of response repairs completed on time



The number of residents satisfied with their recent repair continues to rise:

2015/16 - **93.98%**

2016/17 - **97.97%**

### Housing Options

**201** Number of households in temporary accommodation

**0** Total number of 16/17 year olds in B&B

# Good governance and tenant involvement

## Our Board members 2016-17

Since our last annual report, there have been some changes in our Board.

Previous Managing Director, Jane Barlow stepped down 31 December 2016.

Previous Chair of the Board, Nick Ball stepped down 6 September 2016.

Colin Dennis Chair of Corserv became the Chair of Cornwall Housing 30 January 2017.



2016/17 our Board was made up of:



### 4 tenant members



Rita Taylor



Martin Emery



John Harris



Hazel Tearne

### 4 independent members



Colin Dennis



Peter Ledson



Shelley Thornton



Dr Nigel Williams

### 4 Councillors



Cllr Steve Chamberlain



Cllr Mary May



Cllr Ann Kerridge



Cllr Derris Watson

## Tenant participation

**1191** tenants engaged with – not including tenants who were surveyed or our non-tenant customers

**72** communities reached

**21** events held in local communities

**138** tenants received funded training

**100%** of tenant compact tasks possible were achieved in the Tenant Compact Action Plan

Cornwall Council considered customer views for rent and service priorities

## Using resources efficiently

**100.8%** of rent income collected. We have a set amount we have to collect for the year, which we achieved. We have also been able to collect some rent arrears. This is why the amount collected is over 100%.

“Our income team, rent management team and inclusion advisors have all worked hard to help achieve a high rent collection figure despite the challenges of welfare reform.”

## Alternative formats Furvasow Erel

If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact:-

Mar mynnowgh hwi kavos an kedhlow ma war son-sidi, sonsnod, yn Braille, prynt bras, furvas aral po styrys yn taves dres Sowsnek, kesteveugh mar pleg:-

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