

ANNUAL HOUSING REPORT

2023-2024



Tendring
District Council



WELCOME

Welcome to the Annual Report edition of Tendring Reports that sets out how we have performed as your landlord during the financial year 1 April 2023 to 31 March 2024.

This report includes information about how we invest in our homes, by repairing and improving them and also tells you how the rent collect is used to maintain and raise the quality of council homes in the district.

During the year, the Social Housing Regulation Act 2023 received Royal Assent, and this introduced new standards for all social landlords to comply with from 1 April 2024.

Under the new standards landlords need to:

- ensure tenants are safe in their homes
- listen to tenants' complaints and respond promptly to put things right
- be accountable to tenants and treat them with fairness and respect
- know more about the condition of every home and the needs of the people who live in them
- collect and use data effectively across a range of areas, including repairs

The Regulator will hold landlords to account by:

- inspecting landlords that have more than 1000 homes once every four years to check they are meeting the outcomes in the standards
- scrutinising data about tenant satisfaction, repairs and other relevant issues
- continuing to push landlords to protect tenants and put things right when there are problems
- using a range of tools when needed, including new enforcement powers

Damian Williams as Corporate Director (Operations and Delivery) is responsible for overseeing the delivery of all landlord services and so is responsible for ensuring our overall compliance with the Regulator of Social Housing's Consumer Standards.

He is supported by Andy White (Assistant Director – Building and Public Realm) and Tim Clarke (Assistant Director – Housing and Environment). Andy manages the repairs, maintenance and investment service and Tim manages our landlord services, including tenancy management and rent collection.

The Council's Portfolio Holder with responsibility for Housing, Councillor Andy Baker, is responsible for scrutinising the landlord services provided to ensure that the outcomes of the Regulator's standards are being delivered.

We hope that you enjoy reading the information in the report and if you want more detail or have questions on any particular aspect, please don't hesitate to contact our **Tenant Engagement Team** by:

Phone:

01255 686690



Email:

tenant.involvement@tendringdc.gov.uk



CONTENTS

	Page
Managing Tenancies	4
About our homes	5
Neighbourhood Management	6
Complaints	7
Repairs, Improving your Home & Safety	8
Rent Management & Finance	10
Sheltered Housing	11
Communication	11
CONTACT US	Rear Cover

GET INVOLVED!

We are always keen to encourage you to get involved in the services we provide. As our tenant, you have ideas about what needs to be done to improve your home, estate and the services you receive. By getting involved and working with us, you can influence the way that our services are delivered and make a difference to the quality of life in your area.

There are lots of good reasons to get involved but we know that everyone will have different priorities and that some will have more time than others. That is why we provide a wide range of ways for you to get involved.

We would love to hear what you think about our quarterly Tending Reports newsletter and your Annual Housing Report; please send feedback via the email below.

If you would like to know more about GETTING INVOLVED, please contact your **Tenant Engagement Team** by:

Phone:

01255 686690



Email:

tenant.involvement@tendingdc.gov.uk



MANAGING TENANCIES

80.1%

Of you said that you were satisfied with the overall service from us

184

empty properties were let



During 23/24 we acquired

11

homes

It took us

35.4

days to re-let a standard empty property



On March 31, 2024 we had

43

empty properties for re-let

We managed

3,062

homes across the district

Of the 184 empty properties let:

40 were to existing tenants and 144 to new tenants

18

households moved via MUTUAL EXCHANGES



We have 9 Sheltered Housing Schemes across the District



14

households evicted for BREACH OF TENANCY



We own and manage

389

Garages

We have

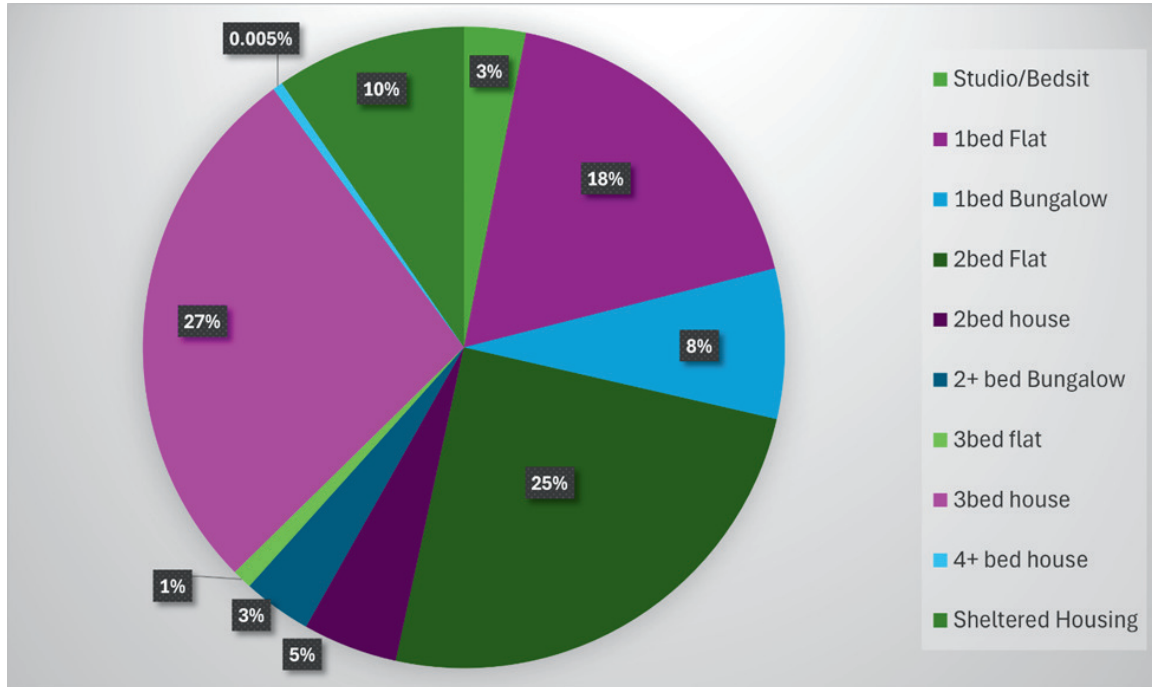
444

LEASEHOLD properties across the district

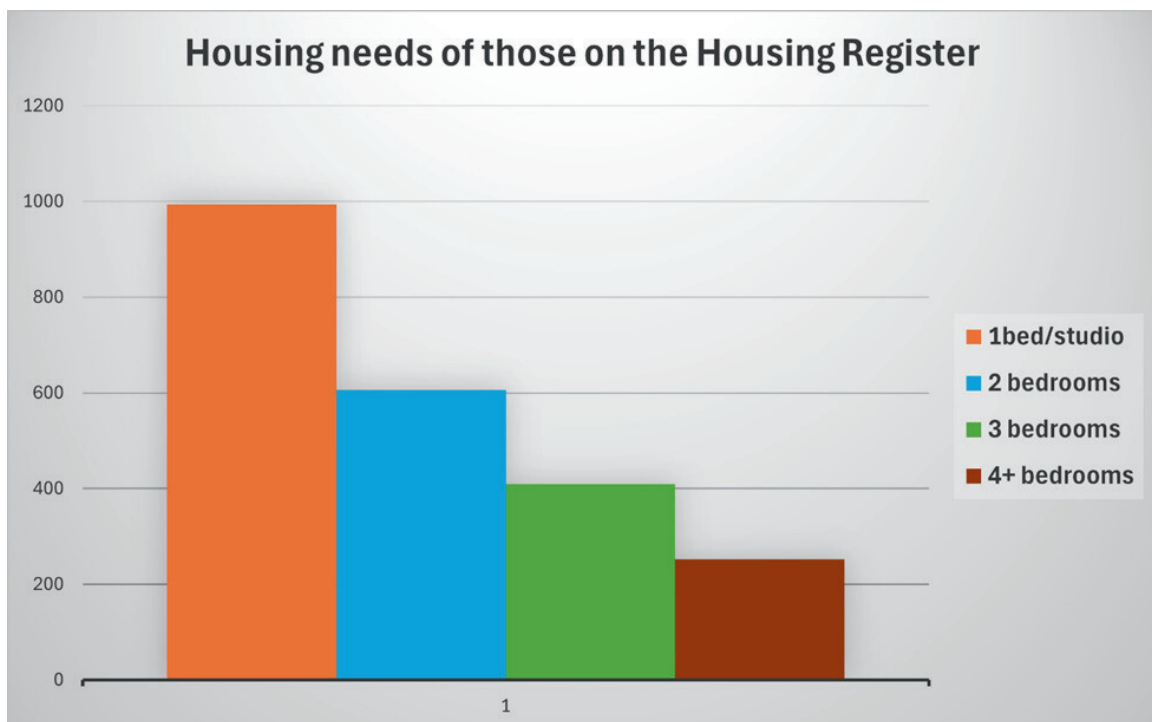


ABOUT OUR HOMES

As at 31 March 2024, we owned 3062 properties, which is about 4% of the total number of homes in the Tendring district. The type of properties that we own is illustrated in the chart below:






Currently there are 2260 households on our Housing Register, which is the list of all households who have applied for Council housing in Tendring. Due to the high demand for housing in the district, many people who are eligible to join the housing register might not obtain an offer of a home. Only those with an urgent housing need will have the highest priority and will be considered for any available council properties, or be nominated to a registered housing provider.

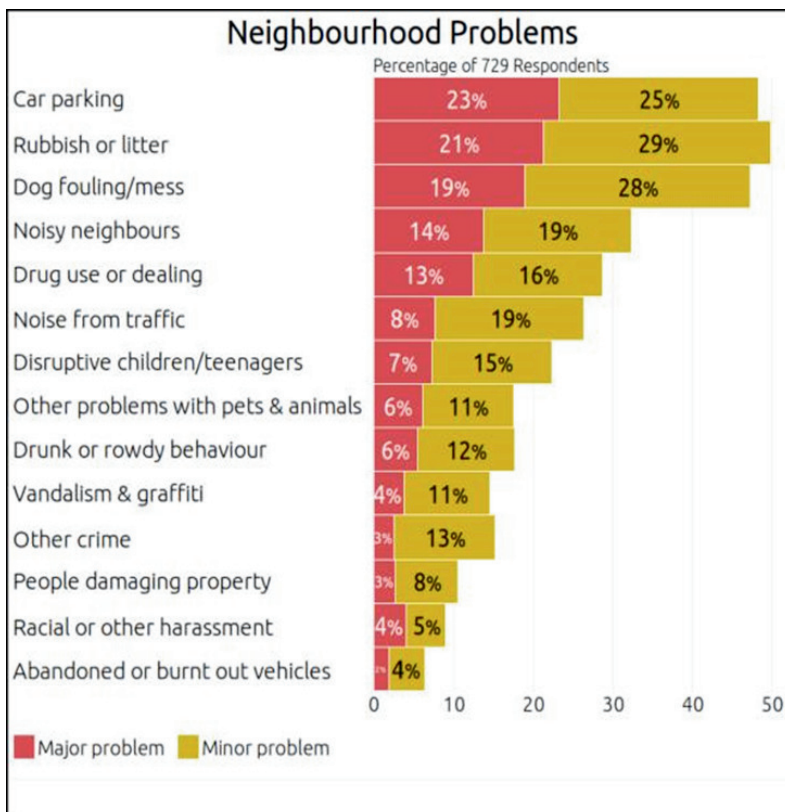


NEIGHBOURHOOD MANAGEMENT

Dealing with anti-social behaviour (ASB)

<p>We responded to 545 cases of ASB</p>  <p>No antisocial behaviour</p>	<p>53% of those who had reported ASB said they were satisfied with our approach</p> 	<p>2 ASB cases related to hate crime</p> 
<p>438 Neighbourhood management complaints recorded including those related to Communal areas, tenancy fraud and garden nuisance</p>	<p>85 Tenancy fraud referrals were received</p>	
<p>56.6% thought we made a positive contribution to the neighbourhood</p>	<p>48.5% thought that their communal areas were kept clean and well maintained</p>	

Problems in the Neighbourhood



In last year's satisfaction survey, we asked you to tell us what, if anything, was a problem in your neighbourhood. The most frequently cited problems were car parking, rubbish or litter and dog fouling. Full details are shown in the graph.

COMPLAINTS

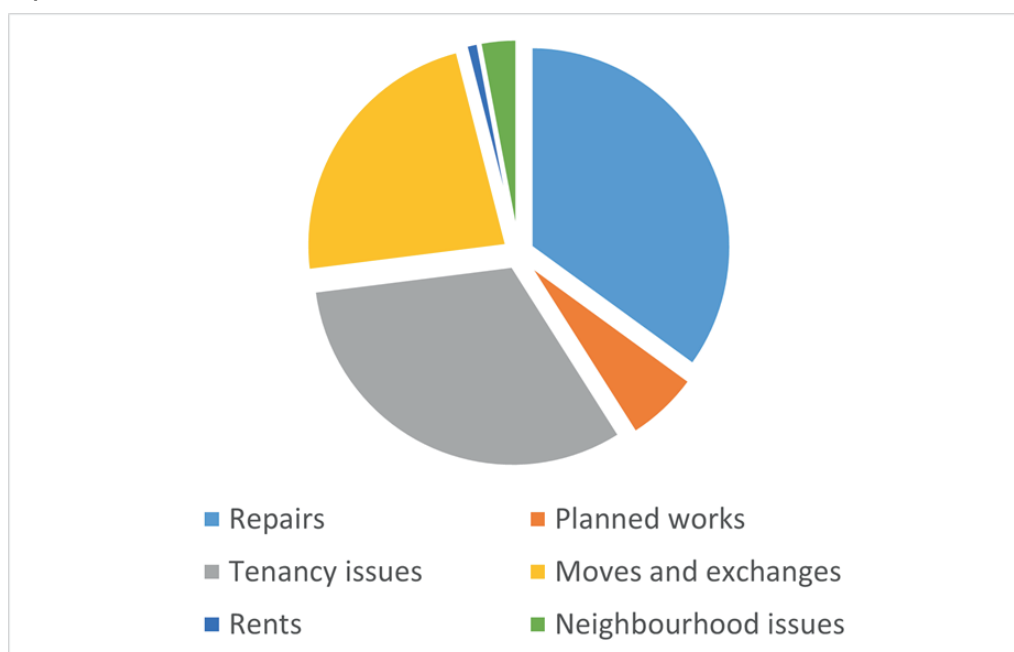
We received 82 complaints about the services we provided as a landlord – with 69 of these being responded to as a Stage 1 Complaint and 13 escalated to Stage 2 in accordance with our Housing Complaints Policy.

**73.9% Stage 1
Complaints
answered in time**

**61.5% Stage 2
complaints
answered in time**

**45% satisfied with
how we handle
complaints**

The type of complaints that we received were as follows:



We always want to improve and learn from our mistakes. If you have any feedback about how we have handled a complaint or service, we would love to hear from you

Email:
tenant.involvement@tendringdc.gov.uk



Did you know?

As a council tenant, you have the right to use the Housing Ombudsman Service when unhappy with how we have handled a complaint. Their complaint resolution service is free. You can also contact them for general advice about housing complaints and your rights when complaining.

www.housing-ombudsman.org.uk

**You can call: 0300 111 3000 Monday – Friday
or email info@housing-ombudsman.org.uk**

REPAIRS AND IMPROVING YOUR HOME



- 7150 repairs completed
- 68.6% of emergency repairs were completed within our published timescales.
- 68.4% of non-emergency repairs were completed within our published timescales.
- 82% of tenants who responded were satisfied with time taken to complete most recent repair
- 83% of tenants who had a repair carried out in the last 12 months were satisfied with the overall repairs service.

Improving your home

We spent over £1.3 million updating our homes

191

disabled adaptations carried out in our tenants' homes

76%

of you said that you were satisfied that your home is well maintained by us

303

new boilers and/or heating systems were installed



46 Kitchens



61 Bathrooms



5 Wet rooms

Empty homes

Before an empty property can be let to a tenant, we carry out all necessary repairs, improvement works and safety checks to make sure that it meets our Letting Standard. The photos below show a kitchen before and after works have been carried out



It took us
35.4
days 
to re-let a
standard empty
property

Safety in your Home

SAFETY IN YOUR HOME

Lift safety checks carried out

100%

Legionella risk assessments carried out

100%

Asbestos surveys carried out

96.47%

Fire risk assessments carried out

100%

Gas safety checks carried out

99.05%

**New Policies
Approved**



Gas Safety



Fire Safety



Damp & Mould

You can find all our policies on our website
www.tendringdc.gov.uk/departments/housing-strategy

RENT MANAGEMENT AND FINANCE

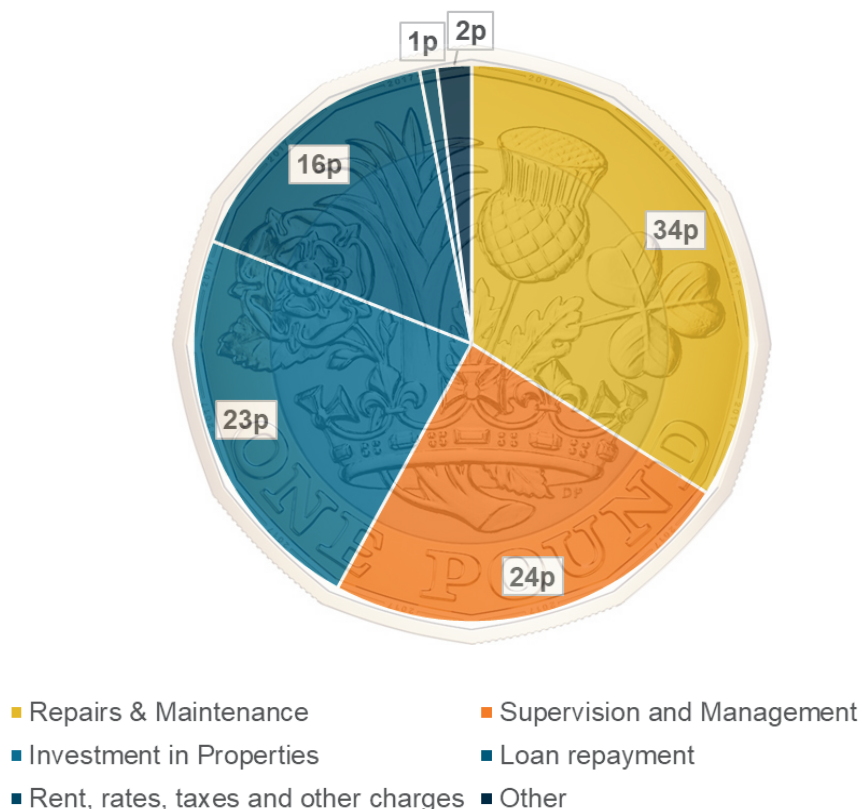
We are committed to helping our tenants who are **experiencing financial hardship** and recognise the devastating effects this can have. We hold regular drop-ins **to provide support**, either directly, or through our partners and the next one is being held on **Tuesday 7th January at our offices in Pier Avenue, Clacton between 10am and 1pm and then every 2 weeks after this.**

- ✓ **Over £322,000 of tenant arrears at the end of this period**
- ✓ **Over 99% of rent was collected**
- ✓ **12 tenants evicted for rent arrears**
- ✓ **85% of tenants are satisfied they get value for money of their rent**

Most of our budget comes from the rents and services charges we receive from you. This can only be spent on our council homes and related services.

The chart below shows the breakdown of how we spent this money across the year.

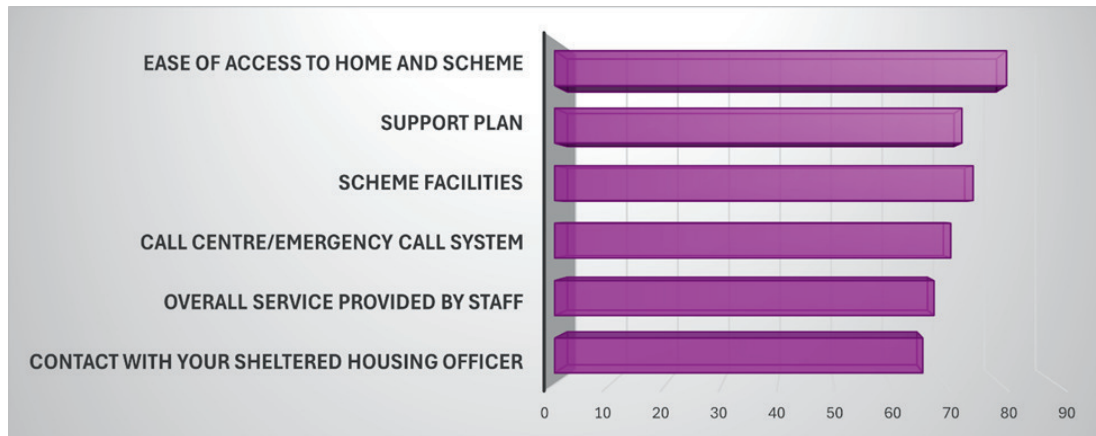
How each £1 is spent



SHELTERED HOUSING

We have nine Sheltered Housing schemes across the district. Sheltered Housing is accommodation designed for older or disabled people to allow them to live independently but with support available if it is needed.

In last year's survey, we asked all residents of our sheltered housing to tell us how satisfied they were with various aspects of sheltered housing and the responses are set out in the chart below



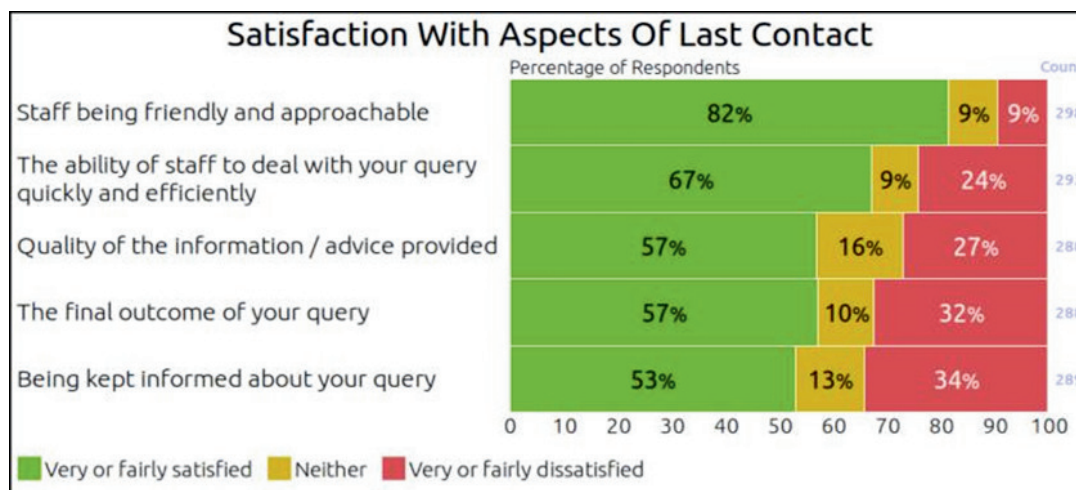
CONTACT AND COMMUNICATION

65% of you were satisfied that we kept you well informed about things that matter to them

64.2% of you said we listen to your views and act on them

The telephone is still the most popular method of contacting us - 73% of you said your last contact was made with us by phone, whilst 15% sent an email and 7% made contact in person.

We also asked you how satisfied you were with various aspects of your last contact with us and your responses are set out in this chart.



NEED TO CONTACT US?



Rent account enquiries

01255 686468

rentsteam@tendringdc.gov.uk

Sheltered Housing

01255 686888

shelteredhousingteam@tendringdc.gov.uk

General enquiries

housing.services@tendringdc.gov.uk

Tenant Alterations

tenantalterations@tendringdc.gov.uk

Report a repair during working hours

01255 686477

housingrepairs@tendringdc.gov.uk

Housing Complaints

councilhousingcomplaints@tendringdc.gov.uk

Report anti-social behaviour or other nuisance complaints

01255 686488

housingASB@tendringdc.gov.uk

Pet Applications

petapplications@tendringdc.gov.uk

Report emergency repairs only outside of normal working hours

01255 222022

Garage enquiries

garages@tendringdc.gov.uk

Housing Register or allocation enquiries

01255 686466

All Out of Hours queries

Careline

01255 222022

Enquiries about housing adaptations

01255 686744

Find out more about getting involved in our services:

tenant.involvement@tendringdc.gov.uk

01255 686690 between 9am and 4pm

Right to buy enquiries

01255 686298

rtb@tendringdc.gov.uk

Operation & Delivery – Housing & Environment

Tendring District Council, Pier Avenue, Clacton on Sea, Essex CO15 1TN

Visiting:

Housing Reception at Pier Avenue offices in Clacton

between 10am to 1pm Monday to Wednesday.