

# Housing Annual Report

**This report summaries the performance of our housing service during the last financial year and also highlights some of our achievements whilst setting out priorities for 2023/24.**

I am pleased to share this report with you as part of our latest Bolsover Homes magazine and hope you find the information contained within the report useful and informative.

We continue to work hard on your behalf to improve our service and give you a voice in how we operate and what we do. Over the past 12-months we have:

- Continued to deliver high quality new homes, including 21 at Whitwell, 19 at Langwith with an additional 14 units at Ashbourne Court.
  - Improved our Independent Living Schemes through the ambitious Safe and Warm programme with work continuing at Valley View in Hillstown and Jubilee Court in Pinxton and work has started at Woburn Close in Blackwell.
  - Enhanced the allocation and tenancy sign up process so that applicants deal with the same person throughout and up to the six-week first tenancy visit.
  - Prioritised tenancy sustainment with each new tenant being visited a minimum of three times in the first year of the tenancy. This benefits both ourselves and the tenants with improved communication and awareness of support services.
  - Received an increased number of welfare adaption requests, with 107 requests processed resulting in 388 adaptations, allowing people to live independently in their own homes for longer. We have also updated our welfare adaption policy to reflect our commitment on this.
  - Introduced our new tenancy agreement which makes it clearer and more logical for tenants to understand.
  - Introduced our new online application form.
  - Made significant progress in reducing the void times, meaning we make properties available quicker for tenants to move into.
- Seen a substantial rise in the number of homeless approaches (477) and we have undertaken 306 homeless assessments.

## **Our priorities for 2023/24 are to:**

- Undertake a stock condition survey and a robust capital programme plan to ensure we are providing safe, secure and good quality housing for our tenants.
- Increase tenant engagement by putting tenants at the heart of what we do and seeking their opinion on our service.
- Ensure the allocations policy gives priority to those with a housing need, encourage mutual exchange schemes for those who do want to move and look at encouraging downsizing to free up high demand properties.
- Continue exploring digitalisation of services to improve the tenant experience and their interactions with us.
- Create a dedicated homeless team to support those at risk and prevent homelessness.
- Continue to develop and enhance our services to fully meet the requirements of the Regulator for Social Housing.

If you have any comments about this annual report then please email us on [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)

**Councillor  
Sandra Peake**  
**Cabinet Member for  
Housing**



# April 2022-March 2023

## OUR PERFORMANCE

Whether you live in a family home, a bungalow or one of our Independent Living Centres, we are committed to providing good quality, modern and efficient properties for you to call home. Here is a glance at how we have performed in some of the more customer focused areas that matter to you.

### Council housing

- We own 5006 properties
- 54 new properties built/acquired
- 477 homeless approaches made to us
- 47 properties sold under the right to buy scheme



We own  
**5006**  
properties



**54**  
new properties  
built/acquired



### Rent

- 93.68% of rent was collected in full
- The average weekly rent of all council properties was £85.54
- £1,227,363 was the current tenant arrears at the end of 2022/23
- 37% of tenants paid by Direct Debit

### Letting homes

- 2094 people on our housing register
- 372 properties allocated
- 321 void properties received for occupancy



**61,703**  
Careline calls  
made via pendants

### Bolsover Careline

- 622 people supported in their homes
- 61,703 calls made to Careline via the pendants
- 1084 emergency calls (uninjured people) attended

## Welfare Adaptations

- 388 adaptations completed
- 126 wet rooms completed, 43 of which were installed in bungalows
- 9 stair lifts installed
- 132 grab rails/drop down rails installed



**209 roof replacements**



**248 bathrooms modernised**



**181 kitchens modernised**



**181 heating replacements/updates**

## Improving Properties/Your Home

- 181 heating replacements/upgrades
- 209 roof replacements
- 181 kitchens modernised
- 248 bathrooms modernised
- 2 UPVC window replacements
- 67 external doors
- 50 external wall insulations
- 22 cavity wall insulations

## Repairs & Maintenance

Day-to-day costs, including voids:

**Employee costs:** £2,538,004

**Material costs:** £1,220,155

**Sub contractors and specialist contractors:** £1,562,627

**Other expenditure:** £253,223

**Total:** £5,574,009

- Overall satisfaction with the repairs service 99.7%
- 11,337 responsive repairs carried out, and within timescales
- 3,625 of which were carried out within six-hour target



**Overall satisfaction with the repairs service 99.7%**



**3,625 repairs carried out within six-hour target**

## How is your rent spent?

We manage over 5,000 properties and the total income for 2022/23 was £22,606,120.

Below is an overview of where this income comes from and how we spend this money.

- Housing rents £21,605,712
- Non-dwelling rent (garages) £88,783
- Leaseholders/leasehold shops £17,039
- Independent Living £401,803
- Central control monitoring charges £298,942
- Misc income £193,841

## Expenditure

- Repairs and maintenance £3,036,005 (includes materials, repairs costs, contractors and void work)
- Supervision and management £8,980,279 (includes staffing costs)
- Independent Living Schemes £480,883 (includes staffing and running costs)
- Careline service £1,003,323 (includes staffing and vehicles)
- Tenant participation £73,610
- New build scheme evaluations £264,424
- Rents and rates £211,622
- Miscellaneous £9,071
- Interest on loans £4,026,657
- Contribution to Major Repairs Reserve £5,125,472
- Other appropriations £605,226
- N.B: Additional Capital monies of £4,892,843 was spent on schemes for our existing properties such as safe and warm and decent homes.



**£3,036,005**  
spent on repairs and  
maintenance



**£1,003,323**  
Careline services including  
staffing and vehicles

**£480,883**  
Independent Living  
Schemes

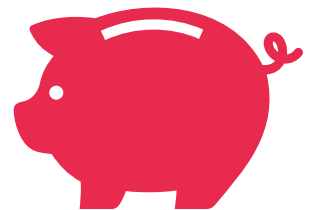


**Total income**  
**£22,606,120**

**£4,026,657**  
interest on loans



**£8,980,279**  
spent on supervision,  
management and staffing



**£5,125,472**  
Contribution to Major  
Repairs Reserve