

Housing Annual Report 2023-24

We have seen lots of changes to the law affecting social housing in 2023-24 and we have been busy preparing for this and complying with the new duties.

The Housing Ombudsman Complaints Handling Code became mandatory from 1st April 2024, in anticipation we have changed our complaints process. We produced an annual complaints performance report, for complaints during 23/24, along with a tenant friendly version, approved by tenants which can be viewed at www.bolsover.gov.uk/o/257-ombudsman.

We have undertaken the first Tenant Satisfaction Survey under the new regime with 86.7% of tenants satisfied with the overall performance of the housing service. A full report of the tenant responses to the survey and management information can be found at bit.ly/tenant-satisfaction, a tenant friendly version is being developed.

With both sets of performance data already being published we discussed with Housing Liaison Board tenant representatives what additional information they would like to see in the Annual Report. This document reflects the performance information tenants felt was important to know. We hope you find this report useful and insightful.

We have increased the range of engagement opportunities we offer to tenants as we want tenants to help us drive service improvements. We have held a number of successful tenant engagement events and recruited tenants to our various groups. See page X for a tenant's experience. We have jointly held an event with Chesterfield Borough Council and North East Derbyshire District Council which recognises the importance of tenants' voices in shaping services.

We have updated our Allocation Policy which ensures that those who have the greatest need for housing, get the greatest priority.

Following a substantial rise in homeless applications we introduced a dedicated housing options team, by having our own temporary accommodation units, we are not as reliant on Bed & Breakfast places. 656 approaches to the Housing Options team have resulted in 315 assessments being carried out with 147 cases where homelessness have been prevented, and a further 69 where 69 homelessness was relived.

Our priorities for 2024-25

The Regulator for Social Housing has introduced the revised Consumer Standards, and we have been preparing for this. Our inspection was the first under the new regime and resulted in a C2 grading at the recent inspection see page X for more information.

We will work with the Regulators Social Housing to implement the Improvement Plan and strive to achieve a C1 grading.

We want to ensure we know our tenant base, to know how you want to be communicated with and ensure our services are accessible to all. The Tenant Census allows us to gather information to help us do this. See Page X for more

Upon completion of the Stock Condition Survey, we will consider the results to ensure we improve our housing stock and ensure we are compliant with Decent Homes Standards

Ensure that are tenants are well informed and can hold us to account. This will mean working with our tenant groups to agree a suite of performance indicators we provide quarterly as well as exploring a tenant portal for easy access to tenant information.



**Councillor
Sandra Peake**

Cabinet Member for Housing

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 5009 properties
- 45 new properties built/acquired
- 36 properties sold under the right to buy scheme



**We own
5009
properties**



**45
new properties
built/acquired**



Rent

- 94.73% of rent was collected in full
- The average weekly rent of all council properties was £90.96
- £1,197,294.20 was the current tenant arrears at the end of 2022/23
- 6.62% of tenants owed over 12 weeks rent
- 38% of tenants paid by Direct Debit

Letting homes

- 2549 people on our housing register
- 372 properties allocated, 105 of which were transfers
- 144 allocated to over 60 year olds
- 228 allocated to general needs



**50,450
Careline calls
made via pendants**

Bolsover Careline

- People supported in their homes:
492 Gold Service, 153 Bronze Service
- 50,450 calls made to Careline via the pendants
- 1491 emergency calls (uninjured people) attended

Welfare Adaptations

- 294 adaptations completed
- 129 wet rooms completed, 67 of which were installed at void stage
- 10 stair lifts installed
- 179 grab rails/drop down rails installed

10 stair lifts installed



129 wet rooms completed



90 roof replacements



346 bathrooms modernised



247 kitchens modernised



215 heating replacements/updates

Improving Properties/Your Home

- 215 heating replacements/upgrades
- 90 roof replacements
- 247 kitchens modernised
- 346 bathrooms modernised
- 196 external doors
- 26 cavity wall insulations

Neighbourhood and Community

- 47 Community Protection Warning letters issued
- 5 Community Protection Notices (CPN) issued
- 19 Fixed Penalty Notices issued for breach of CPN
- 2 closure orders

Repairs & Maintenance

Day-to-day costs, including voids:

Employee costs: £2,876,876

Material costs: £1,496,299

Sub contractors and specialist contractors: £1,641,950

Other expenditure: £222,365

Total: £6,237,491

- Overall satisfaction with the repairs service 99.7%
- Satisfaction that the home is well maintained 84.3%
- 12349 responsive repairs carried out, and within timescales
- 3942 of which were carried out within six-hour target



Overall satisfaction with the repairs service 99.7%



3,942 repairs carried out within six-hour target

How is your rent spent?

We manage over 5,000 properties and the total income for 23/24 was £23,863,852.

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

- Housing rents £22,852,353
- Now dwelling rents (garages) £81,140
- Leaseholders/leasehold shops £55,280
- Independent Living £403,848
- Central control monitoring charges £301,868
- Misc income £169,363

Expenditure

- Repairs and maintenance £3,360,614 (includes materials, repairs costs, contractors and void work)
- Supervision and management £9,531,625 (includes staffing costs)
- Independent Living Schemes £530,090 (includes staffing and running costs)
- Careline service £1,134,038 (includes staffing and vehicles)
- Tenant participation £79,165
- New build scheme evaluations £170,715
- Rents and rates £279,586
- Miscellaneous £55,887
- Interest on loans £4,476,666
- Contribution to Major Repairs Reserve £5,674,979
- Other appropriations £1,424,572
- N.B: Additional Capital monies of £5,677,450 was spent on schemes for our existing properties such as safe and warm and decent homes.



£3,360,614
spent on repairs and
maintenance

£530,090
Independent Living
Schemes



£9,531,625
spent on supervision,
management and staffing



£1,134,038
Careline services including
staffing and vehicles



Total income
£23,863,852



£5,674,979
Contribution to Major
Repairs Reserve

£4,026,657
interest on loans