

*Working together to better the lives, homes and communities of tenants*



# TENANT SERVICES ANNUAL REPORT 2012-13

# CALENDAR 2014

LKMC's childrens' garden competition winners  
Photo by Steve Marshfield



**STROUD  
DISTRICT  
COUNCIL**  
[www.stroud.gov.uk](http://www.stroud.gov.uk)





# WELCOME



Wow! Another year has flown by; working together we've managed to achieve so much and yet there is a great deal still to do.

A major change for Tenant Services over the past twelve months has been having control over our rental income. This means we have more funds available to improve your home. Exciting times lie ahead as we start to build new homes for the first time in over twenty years! We will be building close to 200 homes over the next four to five years and spending approximately £90 million on Housing projects over a five year period.

A major change nationally has been Welfare Reform and I believe we have been pro-active in helping tenants cope with these changes during a difficult time. Our work has been recognised on the national stage with organisations and Government agencies wishing to learn from our example. If you are concerned about these changes please contact your Housing Officer or Sheltered Housing Officer.

A year ago I announced that we would be starting work on building properties at Minchinhampton. Well, after a long wait the site has been cleared and the infrastructure is being put in place ready for the first bricks to be laid in the new year.

We are continuing to work with tenants and have commenced new ways of engaging with you. If you wish to become more involved, please contact Christine, Stuart, Lucy or Charlotte in the Resident Involvement Team on **01453 754164** or **christine.welsh@stroud.gov.uk**, your Housing Officer or Sheltered Housing Officer.

The service has come a long way from when I joined over four years ago and I hope you are reaping the benefits. I am looking forward to working with you over the coming year to continue to challenge our service to build a brighter future together.

*Carl Brazier*

**Carl Brazier**, Strategic Head, Tenant Services

**Councillor Mattie Ross,  
Chair of Housing Committee  
and Sandra Mutton, Tenant  
Chair of Stroud Council  
Housing Forum**



2014 is nearly here, and it's annual report time again! After listening to your feedback it has been printed and produced as a calendar locally in our district; we hope you like it!

2013 saw the end of the old Cabinet or Executive system in the Council. In came Committees where many more Councillors are able to be part of policy making and Tenants too have much more say. Anyone with an interest can join a Service Development Group and contribute to the

way in which the service is delivered. The new Housing Committee takes recommendations from Stroud Council Housing Forum which has doubled the number of tenants to Councillors, is chaired by a Tenant – Sandra, and is webcast live. Please come along to a group or drop into the tenant resource room at Ebley Mill – look out in Keynotes for opening times, dates and venues of the groups.

Tenants have been extensively consulted on the new build program and Minchinhampton residents will be happy to know that work is progressing well and building will shortly commence. Top of Town and Leonard Stanley plans are being drawn up and designs finalised to rebuild to the Stroud Standard. The kitchen and bathroom replacement program is proceeding well with NKS being overwhelmingly voted by tenants as best contractor.

Tenants, Officers and Councillors are all working together in these challenging times to achieve good outcomes and we look forward to much more of the same in 2014.

## [www.tellustoday.co.uk](http://www.tellustoday.co.uk)

Approximately 98,000 social housing homes in England are either not being occupied by the legal tenant or the tenancy was gained by using false information. Help us address Tenancy Fraud and release a home to those most in need.

Facebook search **Stroud District Council Tenants** and hit the Like button! Find info on events in your area and have your say online!



## **GET INVOLVED!**

We have four Service Development Groups that you can join:

- ▶ Tenant and Resident Involvement (TRIG)
- ▶ Tenancy Management
- ▶ Communications and Equalities
- ▶ Assets

Each group takes a detailed look at a particular area of our service, including performance, budgets, service standards, policies and procedures for each area. Meetings usually last about two hours and are a great opportunity to influence and improve the services that you receive. The dates are in your calendar, so please come along.

If you would like to get involved contact Christine Welsh, Resident Involvement and Community Development Co-ordinator for more information on **01453 754164** or **[christine.welsh@stroud.gov.uk](mailto:christine.welsh@stroud.gov.uk)**



# JANUARY

## 2014

### DECEMBER 2013

MON	TUES	WED	THUR	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

### FEBRUARY 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1 New Year's Day	2	3	4	5
6 <i>rent due</i>	7	8	9	10	11	12
13 7-9pm Tenants & Residents Forum, Committee Room	14	15 2-4pm Assets SDG, Council Chamber 7-9pm Rural Forum Restaurant	16	17	18	19
20 <i>rent due</i>	21 10.30am-12.30pm TRIG, BB1	22 2-4pm Comms & Eqs SDG	23	24	25	26
27	28	29	30	31		

# PHOTO COMPETITION 2015 CALENDAR

## CATEGORIES

Children's drawings:  
**Under 11 and 11-16**

Photographs:  
**Under 25 and over 25**

The competition opens 1st January and closes on 31st March 2014.

Could your photo or child's drawing take centre stage in next year's calendar? We are looking for budding photographers and artists of all ages to enter our competition. Entries will be judged by Carl Brazier, Mattie Ross and Sandra Mutton next Spring. Apologies but we cannot return any entries.

Email photo entries to [christine.welsh@stroud.gov.uk](mailto:christine.welsh@stroud.gov.uk). Post drawings to Anna Chandler, Tenant Services, Council Offices, Ebley Mill, Stroud, Glos, GL5 4UB. Please include your name, age, address, phone number and email.

We are looking for:

- ✓ Images of community life or seasonal landscape images of the Stroud District.
- ✓ Full details will be in Keynotes and on our website and Facebook page in the New Year.



# FEBRUARY

## 2014



### JANUARY 2014

### MARCH 2014

MON	TUES	WED	THUR	FRI	SAT	SUN	MON	TUES	WED	THUR	FRI	SAT	SUN
		1	2	3	4	5						1	2
6	7	8	9	10	11	12	3	4	5	6	7	8	9
13	14	15	16	17	18	19	10	11	12	13	14	15	16
20	21	22	23	24	25	26	17	18	19	20	21	22	23
27	28	29	30	31			24	25	26	27	28	29	30
							31						



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3 <i>rent due</i>	4	5	6	7	8	9
10	11	12 2-4pm Assets SDG, Council Chamber	13 2-4pm Tenancy Management SDG	14	15	16
17 <i>rent due</i>	18 10.30am-12.30pm TRIG BB1	19	20	21	22	23
24 7-9pm Tenants & Residents Forum, Committee Room	25	26 7-9pm Rural Forum, Restaurant	27	28		

### 2012-13 IMPROVEMENTS

Last year we installed holistic renewable energy heating systems in 32 of our off-gas properties. This included air source heat pumps, photo-voltaic panels, double glazing, energy recycling fans and replacement of UPVC wall panels. These tenants have waved goodbye to cold, damp and fuel poverty.

32

properties retrofitted with renewable energy

### WHAT WE ARE DOING NOW

We are now the UK's leading authority on renewable energy. With government funding we are rolling out our renewables programme to 400 properties in 2013/14. For more information please visit the news articles on: [www.stroud.gov.uk](http://www.stroud.gov.uk).

400

properties to retrofit in 2013/14

£880k

government grant for renewable energy.



# MARCH

## 2014

### FEBRUARY 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

### APRIL 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3 <i>rent due</i>	4 7-9pm SCHF, Council Chamber	5	6	7	8	9
10	11	12	13	14	15	16
17 <i>rent free fortnight</i>	18 10.30-12.30 TRIG BB1	19 2-4pm Assets SDG, Council Chamber	20	21	22	23
24	25	26	27	28	29	30

**31**  
Photo/drawing  
competition close

# BUILDING A BRIGHTER FUTURE

## 2012-13 IMPROVEMENTS

- ✓ Since becoming self-financed we have been working hard to bring all our homes up to the decent homes standard. Further works will be done to properties over the next five years, to improve them even further to the 'Stroud Standard'.

**35** New homes  
to rent in  
Minchinhampton

## WHAT WE ARE DOING NOW

- ✓ We are spending £15 million on building close to 200 new Council houses, £12million on renewable energies across our stock and £40million on improving the overall condition of our properties over the next four years.
- ✓ Building in Minchinhampton, Leonard Stanley and Top of Town. Our new homes will be energy efficient with larger than average room sizes and increased loft space to allow families to grow.



# APRIL

## 2014

### MARCH 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

### MAY 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7 <i>rent due</i>	8	9	10	11	12	13
14	15 10.30-12.30 TRIG BB1	16 2-4pm Comms & Eqs SDG	17	18 Good Friday	19	20
21 Easter Monday <i>rent due</i>	22	23	24	25	26	27
28	29	30	Check Keynotes and our website for future meeting dates.			



## REPORT IT

Anti-social behaviour? We can help on  
01453 754168 | [housing.management@stroud.gov.uk](mailto:housing.management@stroud.gov.uk)

We have tried and tested methods in place for dealing with anti-social behaviour. We'll always work with tenants and residents to resolve bad behaviour and instil change, but we will evict persistent offenders.

★★★★☆ from the tenant inspectors for our responses to ASB.

### YOU SAID WE

- ✓ Developed an internal process checklist for dealing with ASB complaints.
- ✓ Published articles in Keynotes.

83%

of tenants who made a complaint about anti-social behaviour are satisfied with the outcomes of our actions.

100%

100% of ASB complainants/victims surveyed, were satisfied with how their complaint was managed.



# MAY

# 2014

## APRIL 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## JUNE 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
5 <small>Bank Holiday</small> <i>rent due</i>	6	7	8	9	10	11
12	13	14	15	16	17	18
19 <i>rent due</i>	20	21	22	23	24	25
26 <small>Bank Holiday</small>	27	28	29	30	31	

### 2012-13 IMPROVEMENTS

- ✓ 26 days re-let time, 8 days less than 2011-12.
- ✓ We have been very busy helping people move to the right size homes for their needs ready for the Welfare Reform changes.
- ✓ We reviewed our re-let process and introduced dedicated Lettings Officers to the team.

### WHAT WE ARE DOING NOW

- ✓ Converting properties released by our Sheltered Housing Officers into 14 homes for rent by those in need.
- ✓ Developing a Hard-to-Let policy.
- ✓ Hosting speed-dating type events for mutual exchange matches with other landlords.
- ✓ Planning conversions of remaining properties.

*On the move*



EMPTY HOMES WORKED ON	
19	bedsits
173	1 beds
133	2 beds
51	3 beds
<hr/>	
Total Empty Homes 376	

95%

of our homes are let the first time we advertise them.

11%

of all new homes are let to Bronze Band applicants.

57%

of our homes are let at first offer.

# JUNE

## 2014



### MAY 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

### JULY 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2 <i>rent due</i>	3	4	5	6	7	8
9	10	11	12	13	14	15
16 <i>rent due</i>	17	18	19	20	21	22
23	24	25	26	27	28	29
30 <i>rent due</i>						



**83%**

of tenants satisfied with the overall landlord service.

**96%**

of new tenants visited within the first six weeks by their Housing Officer.

**2012-2013 IMPROVEMENTS – YOU SAID WE DID**

- ✓ Put up notice boards in communal blocks and in green spaces to share information.
- ✓ Apple Trees planted at The Circle, Uplands.

- ✓ Windyridge, Bisley, green fencing.
- ✓ New waste and dog bins at Farmhill Lane and Mathews Way, Paganhill.

- ✓ New bin stores at Chapel Street, Stroud and The Wheatsheaves, Chalford.
- ✓ Developed a Financial Inclusion Strategy.

**WHAT WE ARE DOING NOW**

- ✓ Writing a new Pet Policy for sheltered tenants, to be rolled out across our stock.
- ✓ Recruiting a Handyperson and two new trainee Housing Officers.



# JULY

## 2014

### JUNE 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

### AUGUST 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14 <i>rent due</i>	15	16	17	18	19	20
21	22	23	24	25	26	27
28 <i>rent due</i>	29	30	31			



We value your feedback in all forms as it helps us get to understand how well our services are working and get to know you better.

**2012-13 IMPROVEMENTS**

- ✓ All staff received complaints training.
- ✓ We completed our complaints procedure review.
- ✓ Designated tenant complaints panel established.

↑ **7/10** of you were satisfied with how we handled your complaint. We aim to improve on this.

↑ **115** tenants wrote in to say thank you.

**WHAT WE ARE DOING NOW**

- ✓ We are standardising compensation payments.
- ✓ We are working to improve all our communication with you.

**92%** of complaints replied to within 10 working days. We are working hard to reply to you more quickly.



# AUGUST

## 2014

### JULY 2014

MON	TUES	WED	THURS	FRI	SAT	SUN
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

### SEPTEMBER 2014

MON	TUES	WED	THURS	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	7	8	9	10
11 <i>rent due</i>	12	13	14	15	16	17
18	19	20	21	22	23	24
25 <small>Bank Holiday</small> <i>rent due</i>	26	27	28	29	30	31

## Getting to know you

We are getting to know you better and the service you need by keeping the information we hold on you up to date. Our annual garden competition was a great success and we would like to extend our thanks to everyone who took part!

### WHAT WE ARE DOING NOW

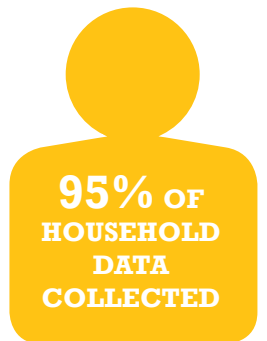
- ✓ Established Stroud Council Housing Forum from elected tenants and Councillors.
- ✓ Set up Service Development Groups for Assets, Tenancy Management, Tenant and Resident Involvement, Communications and Equalities. These groups are shaping services to tenants.
- ✓ Introduced regular scheme meetings and Sheltered Housing Area Forums. There are now more Sheltered tenants getting involved,

compared to last year, so do come along and join in!

- ✓ We have a Community Bus touring the District, taking our service to you. 30 stops made so far!

If you would like more information on tenant and resident involvement please contact Christine Welsh:

☎ 01453 754164 ✉ [christine.welsh@stroud.gov.uk](mailto:christine.welsh@stroud.gov.uk)



# SEPTEMBER

## 2014



### AUGUST 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

### OCTOBER 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 Test your gas central heating, run for 15 mins	2 check radiators get evenly hot, if not call us on 01453 754852	3	4	5	6	7
8 <i>rent due</i>	9	10	11	12	13	14
15	16	17	18	19	20	21
22 <i>rent due</i>	23	24	25	26	27	28
29	30					

If you would like to talk to us about our planned maintenance programme please call 01453 754077

**Indoors &  
OUTDOORS**

### 2012-13 IMPROVEMENTS

- ✓ 1,396 residents came along to our community development events including: Junior Wardens, Street Games, Craft and Chat, Community Fun Days and much more.
- ✓ We installed: 65 higher specification wet rooms in Sheltered Schemes, 122 new specification bathrooms, 250 new specification kitchens.
- ✓ NKS (Central) Ltd won the tenants award for the best contractor.

83%

of estate inspections are attended by tenants.

9/10

new tenants are happy with our service.

### WHAT WE ARE DOING

- ✓ Continuing to roll out our Planned Maintenance programme of improvement works across our stock.
- ✓ Surveying all the trees on our land and planning a maintenance contract.
- ✓ Working with more young people than ever, helping them gain new skills and improve their neighbourhoods.



# OCTOBER

2014

## SEPTEMBER 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

## NOVEMBER 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6 <i>rent due</i>	7	8	9	10	11	12
13	14	15	16	17	18	19
20 <i>rent due</i>	21	22	23	24	25	26
27	28	29	30	31		

**VALUE FOR MONEY**

**RENT** think before it's spent – contact your Housing Officer on 01453 754876

We are helping tenants to prepare for the Welfare Reform changes by:

- ✓ Dedicating two Officers to advise and support tenants.
- ✓ Providing up to £500 grants to assist tenants affected by the bedroom tax.
- ✓ We no longer charge for gas and electric checks for those downsizing and on full housing benefit.

- ✓ Established a grant to help tenants to get back into work. For more information please contact the Resident Involvement Team.
- ✓ Working on a Direct Debit rent payment facility, to make managing your money easier.
- ✓ New Tenancy Enforcement Officer to tackle high level rent arrears.

**98.74%**

of rent collected, among the best 5% nationally of comparable landlords.

**9**

tenants evicted due to rent arrears.

**4%**

of tenants with 7 weeks or more rent arrears.



# NOVEMBER

2014

## OCTOBER 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## DECEMBER 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
					1	2
3 <i>rent due</i>	4	5	6	7	8	9
10	11	12	13	14	15	16
17 <i>rent due</i>	18	19	20	21	22	23
24	25	26	27	28	29	30



**REPAIRS** 01453 754852 | [housing.repairs@stroud.gov.uk](mailto:housing.repairs@stroud.gov.uk) | text 07851 729229

Our Repairs Team have been working really hard to improve our customer service delivery. The highly trained team look to sort out your repairs as quickly as possible.

**WHAT WE ARE DOING NOW**

- ✓ We now make appointments when you ring up.
- ✓ We now have an options menu to guide your call.
- ✓ We are working with our contractor to ensure they meet response times and provide a good quality service.

88% ↑ of repairs fixed first time.

92% of tenants are satisfied with repairs and maintenance service.

100% of properties have an up-to-date gas certificate.



# DECEMBER

## 2014



### NOVEMBER 2014

MON	TUES	WED	THUR	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### JANUARY 2015

MON	TUES	WED	THUR	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7
8 <i>rent due</i>	9	10	11	12	13	14
15	16	17	18	19	20	21
22 <i>rent free fortnight</i>	23	24	25 Christmas Day	26 Boxing Day	27	28
29	30	31	Happy New Year!			

### 2012-13 IMPROVEMENTS

- ✓ First Council in the country to be awarded for how well we work with tenants.
- ✓ We were proud to be a trail blazer in working with you to inspect, scrutinise and improve our services. Our Scrutiny Panel reported our performance against these service standards:

- ★★★★☆ for anti-social behaviour.
- ★★★★☆ for estate management.
- ★★★★☆ for response to repairs.

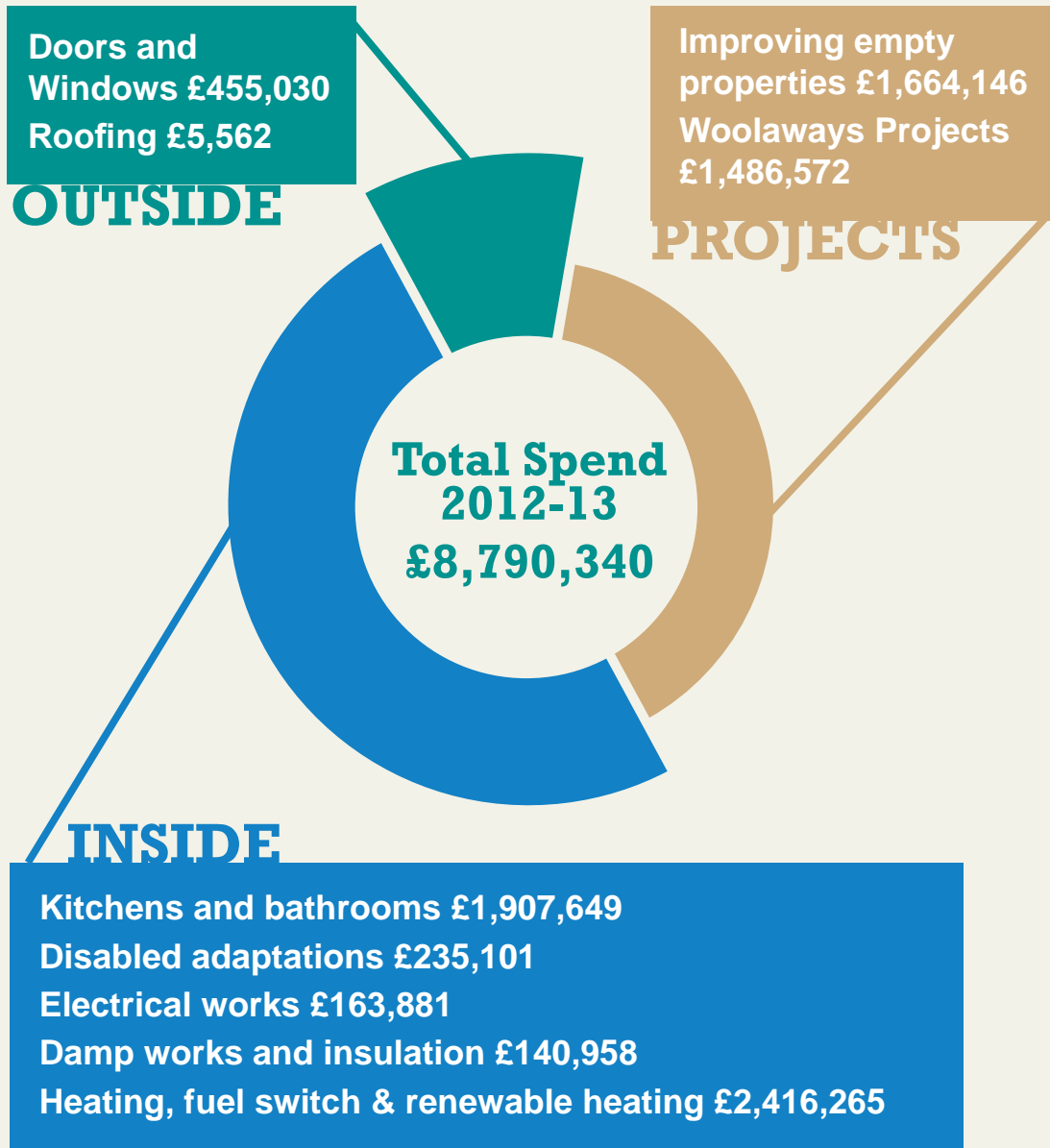
{ We work better together }

### WHAT WE ARE DOING

- ✓ Implementing the recommendations in the Action Plans produced by your Tenant Scrutiny Panel.
- ✓ Facilitating the Tenant Inspectors' investigation into our Renewable Energy Programme.
- ✓ We are involving more tenants through Mystery Shopping and Tenant Inspector roles.



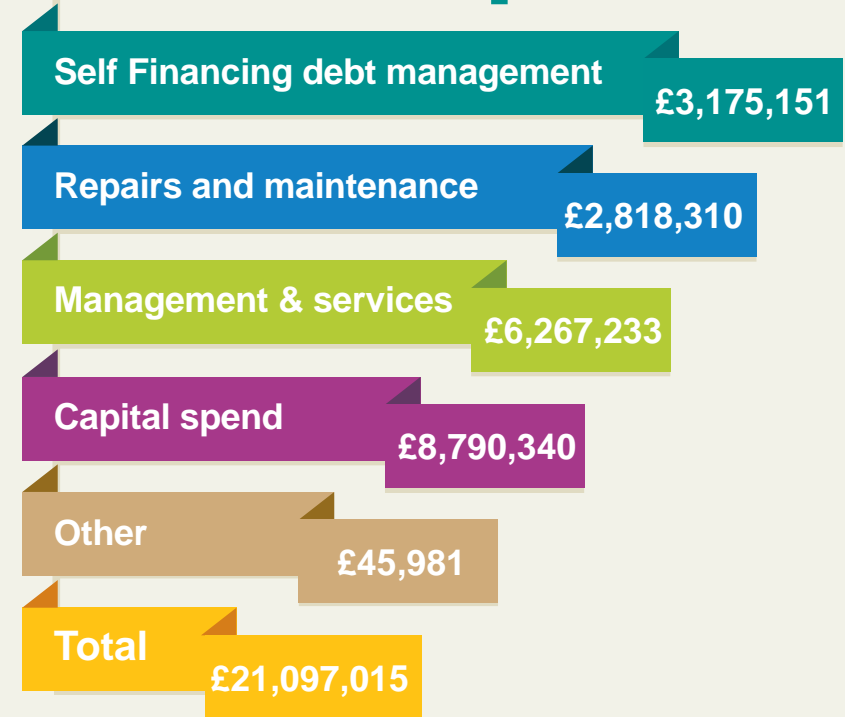
## Spending to improve homes £8,790,340



## Our Income 2012-13

Rent and Service charges £21,964,334  
Other income £215,699

## What we Spent 2012-13



## Properties we own:

4390	General needs flats and houses
798	Flats & bungalows for older people
153	Leasehold flats
2	Shared ownership houses
<b>Total: 5,343</b>	