



CALENDAR 2015



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



**STROUD
DISTRICT
COUNCIL**
www.stroud.gov.uk

TENANT SERVICES ANNUAL REPORT 2013/14



2014 Garden Competition winners enjoying the award ceremony at Whitminster Village Hall.

Welcome



Carl Brazier

Strategic Head, Tenant Services

Phew! What an exciting year of change, improvement, development and some quite remarkable achievements in Tenant Services.

When I started here just over 5 years ago, I hardly dared to dream we would be building new homes. Now not only is building well under way for new energy efficient homes, this year will see the first tenants move in at Minchinhampton. We aim to be building close to 200 homes across the district over the next 4 to 5 years and spending approximately £90 million.

This would not be possible without the change to become self-financing, which gives us control over our rental income. Our impressive 400-strong renewable energy programme is working to combat cold, damp and fuel poverty for our tenants. We now have the funds to continue to roll out improvements to our properties throughout the year ahead.

We are delighted to be the first District Council to be accredited by the Housing Quality Network for Income Management. Our collection rates are up and evictions are down. We have guided our affected tenants through the challenges of Welfare Reform. We have also been re-accredited with the HQN for Co-regulation.

Performance is consistently good across the Service with striking improvements in our Responsive Repair Service delivery. Our new tenant involvement structure is taking shape and tenants are telling us they are happy with our services. We enjoy working with you to continue to improve our Housing Service. There are still many challenges ahead, but I look forward to meeting them together.



Councillor Mattie Ross

Chair of Housing Committee

I am delighted that we are about to hand over the keys for our first newly built homes, as we are building houses again for the first time in a generation.

Alongside this we are pleased to be able to invest more money in existing tenants' homes by updating kitchens, bathrooms, heating systems and more. We are also bringing the gas service 'in house' to provide jobs locally and further improve the service to you.

Following on from the Sheltered Housing Review, we can now look forward to seeing the results of the new and improved way of running the Service. The staff are taking up the challenge with enthusiasm and will continue to consult and work with you.

The working together between Tenants, Councillors and Officers continues to grow and improve, as is working with other agencies to help with advice in these difficult times. Look in Keynotes, Notice Boards and on Facebook for ways to contact us for assistance and to make sure your views are heard to support what we are already doing with tenants to develop our services. Exciting times ahead in 2015.



Ian Allen

Incoming Chair to Stroud Council Housing Forum

I am looking forward to taking on this new role for 2014-15. I see it as my job to facilitate democracy and allow as many voices as possible to be heard.

I want everyone to feel involved. I have really enjoyed volunteering on the Asset Service Development Group. It has surprised and amazed me to learn that providing Housing Services is not as simple as I thought. I have been delighted by the professionalism, respect and care I have seen from Officers. I want to encourage as many people as possible to get involved, so please do come along to a tenant group.



JANUARY
2015
Happy New Year!



This image was taken from 3 miles away. Can you guess where? Answer on back page.

Face painting at the LKMC 20 year celebrations.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<i>Photography Competition Opens</i> →			1	2	3	4
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12	13	14	15	16	17	18
19	20 <i>10.30am TRIG SDG</i>	21 <i>2pm - Assets SDG</i>	22	23	24	25
26	27	28	29	30	31	

Working together

Last year you volunteered 682 hours to shape and develop the services you use, through your Service Development Groups.

Together we achieved:

- Improvement in fuel poverty through renewable energy.
- Improvement in Lovell's performance.
- A new handyperson service.
- A new Pet Policy.
- Support through Welfare Reform.

1400+ TENANTS & RESIDENTS

came along to community development events and activities.



OUR STAFF ARE SEEING

more sheltered tenants involved in scheme meetings and Area Forums than ever before.



The New Year brings a new opportunity for you to join in and work with us.

To find out more, contact:

Christine Welsh on

t: 01453 754164 or

e: christine.welsh@stroud.gov.uk

Or come and say hello at one of our Tenant Involvement events.

Find us on Facebook at
Stroud District Council Tenants



FEBRUARY 2015



*Sophie Smith, Repairs Officer
inspecting a wall.*

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16	17 <i>10.30am TRIG SDG</i>	18 <i>2pm - Assets SDG</i>	19 <i>2pm - Tenancy SDG</i>	20	21	22	
23	24	25	26	27	28		


REPAIRS
Peace of Mind

 Repairs: 01453 754852 | Text: 07851 729229
 Email: housing.repairs@stroud.gov.uk
2013-14 Improvements – You said, we did:

- Lovell performance has improved and is now in the top 25% nationally.
- New damp and mould policy written and training given to staff.
- Backlog of 1,400 jobs cleared.
- 19,700 repairs completed.

What we are doing now:

- Tenant Repairs Inspectors – working with you to check the quality of the repairs in your home.
- Customer Service improved to diagnose your repair more quickly.

93% of repairs fixed first time.

97% of tenants are satisfied with repairs and maintenance service.

100% of response repairs completed on time, that's emergency and urgent repairs.

MARCH 2015



New Pet Policy Introduced.

Our Junior Wardens learning new skills in a fun educational programme for young people.



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30	31	 76%		OF LEASEHOLDERS satisfied with the service.		 83%
						OF TENANTS satisfied with their neighbourhood as a place to live.

2013-14 Improvements – You said, we did:

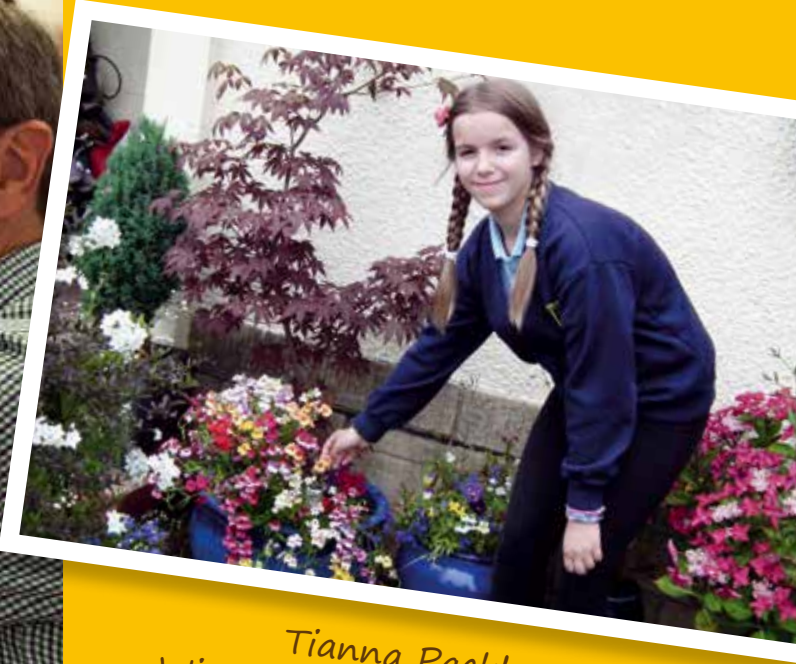
- **New appointments:**
Handyperson, Tenancy Enforcement Officer, Welfare and Benefits Officer, two Trainee Housing Officers.
- Pet Policy introduced in Sheltered Housing.
- Budget created to help under-occupying tenants downsize.

What we are doing now:

- Introducing regular property visits.
- Working on 52 week rent charges.
- Rolling out the Pet Policy across our general needs flats with communal areas.

**You and
your Home**

APRIL 2015



*Tianna Packham
Winner of best children's floral
garden and tray garden.*

*Garden Competition awards
ceremony 2014.
Why not enter this year?*

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Get snappy for our Photo Competition this month!

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 Find us on **Facebook**
Stroud District Council Tenants

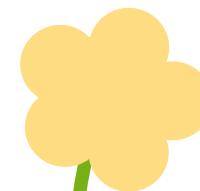
Like our page for info on competitions and events and have your say online!



Our Garden Competition is celebrating its 25 year Silver Jubilee this year! It has gone from strength to strength and there are categories for all to enter. Please join the garden party and fill out an entry form in Keynotes, online or ring Stuart on 01453 754174.

Winner of the Photo Competition 2014 under 25s category.

Gardening together



MAY 2015



*Starting on site at Minchinhampton
and new houses nearly complete.*

*We are also building shared
ownership properties at
Minchinhampton and Dursley.
To view the shared ownership
properties for sale visit
www.helptobuysouth.co.uk*

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Building a Brighter Future



Last year we:

- Started creating new homes across the district by demolishing 70 old empty properties.
- Celebrated the laying of foundations at Minchinhampton for 35 new homes.

What we are doing now:

- Handing over the keys to the first new homes built in Minchinhampton.
- Selling our new shared ownership homes at Littlecoombe.
- Creating new homes for rent at Littlecoombe.
- Starting on site at Leonard Stanley, Top of Town and at 4 smaller sites in Cam, Woodchester, Coaley and Berkeley.



JUNE 2015



Tenants Joy Loveday and Pam Blanche holding the HQN award and cake. Watched over by Councillor Mattie Ross, Chair of Housing Committee; Carl Brazier, Strategic Head; Officers, Tenants and Councillors.

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2013-14 Improvements:

- Awarded the Housing Quality Network (HQN) accreditation for our Rent and Income service.
- Maintained HQN for co-regulation for how well we work with tenants.

What we are doing now:

- Carrying out an impact assessment and annual review of the Tenant Service Development Groups we introduced last year.
- Maximising informal opportunities for tenants to have their say.
- Building communities and tenant involvement on our new estates.
- Expanding our tenant involvement team.

3*

TENANT SERVICES
scrutiny panel score out of 5* for performance on Fuel Poverty.

95%

OF HOUSEHOLD DATA COLLECTED





JULY 2015

Photo Competiton Categories Under 25s and Over 25s

Send us your images of community life or seasonal landscapes of the Stroud District. Winning entries will receive prizes and be published in next year's calendar.

Please email your entries to
christine.welsh@stroud.gov.uk

Signing up for a new home.

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27	28	29	30	31	Photography Competition closes	



2013-14 Improvements – You said, we did:

Converted 7 Scheme Manager flats into 12 properties to let.

What we are doing now:

Tenant Inspectors carrying out quality checks on Empty Homes.

Allocations and Lettings

70 average number of applications waiting to be processed (target is less than 100)

15% OF LETTINGS made to bronze band applicants

↑ **FROM 11%** last year.

27% OF LETTINGS made to transferring tenants who decided to stay with us.

EMPTY HOMES WORKED ON

309
Minor Works
< £10,000

165
Major Works
> £10,000

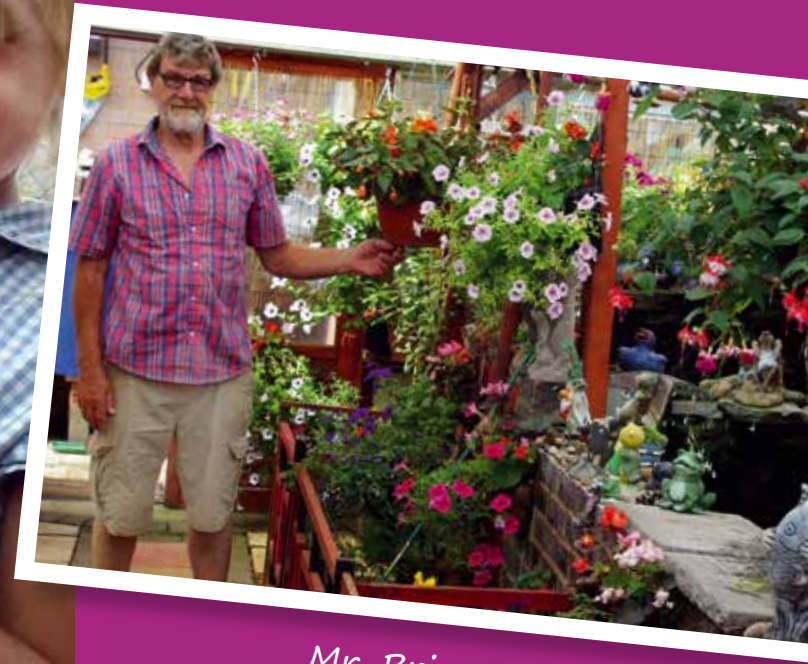
Total Empty Homes – 474

90% OF NEW TENANTS are satisfied with the service received.

10% OF OUR HOMES let at first offer.

22 DAYS RE-LET TIME
4 days less than 2012-13.

AUGUST 2015



*Mr. Brian Miller
Winner of the Best Overall Garden
South 2014.*

*APT Garden competition winners
2014.*

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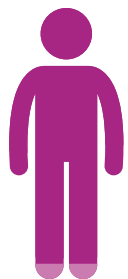
31

2013-14 Improvements – You said, we did:

- £237k more rent collected than last year.
- Communication campaign leading to reduction in tenants affected by Welfare reform.

What we are doing now:

- Working on recommendations from HQN for Income Management.



98.84%
OF RENT
COLLECTED



240 TENANTS

supported with additional welfare benefits advice and financial inclusion support.



6 TENANTS evicted due to rent arrears.



SEPTEMBER 2015



Tenants creating their dream kitchen using the choice carousel to mix & match ideas.

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14	15	16	17	18	19	20
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28	29	30	<p>If you would like to talk to us about our planned maintenance programme, please call 01453 754077</p>			

Looking Ahead

2013-14 Improvements – You said you wanted your homes to be decent homes standard so, we installed:

- 330 bathroom and shower rooms.
- 240 kitchens.
- 500 external doors.
- 60 roofs.
- 55 sets of new windows.

What we are doing now:

- Working with a new contractor to make aids and adaptations to help tenants to stay in their homes.
- Working with a new contractor to do roofing, rendering, ground and site works to improve the condition and appearance of our properties and estates.
- Introducing a new communal area improvement programme.
- Continuing with the kitchen and bathroom replacement programmes.



96% OF TENANTS are satisfied with our cyclical and planned maintenance service.

100% OF TENANTS satisfied with our aids and adaptations service.

100% OF ADAPTATIONS delivered within timescales.

OCTOBER 2015



*Winner of our Photo
competition 2014 over 25s,
Saul Junction.*

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2013-14 Improvements:

- 400 air-source heat pumps installed making tenants' homes warm and dry.
- 150 photo-voltaic systems installed.
- Taking action to address your top priority of fuel poverty.



OF GAS SAFETY CHECKS PASSED

What we are doing now:

- Looking at improving our gas servicing and maintenance with an in-house provider.
- Introducing a Tenant Education Officer and programme to make sure you get the best from your heating systems.
- Installing up to 500 new gas boilers and heating systems.
- Continuing to install up to 300 photo-voltaic systems.
- Spending £40 million on improving the overall condition of our properties over the next 3 years.

NOVEMBER 2015



Roy Haynes founder and leading light of LKMC, celebrating 20 years of service to the community.

20th Anniversary Celebrations of Lower Kingshill Management Company.



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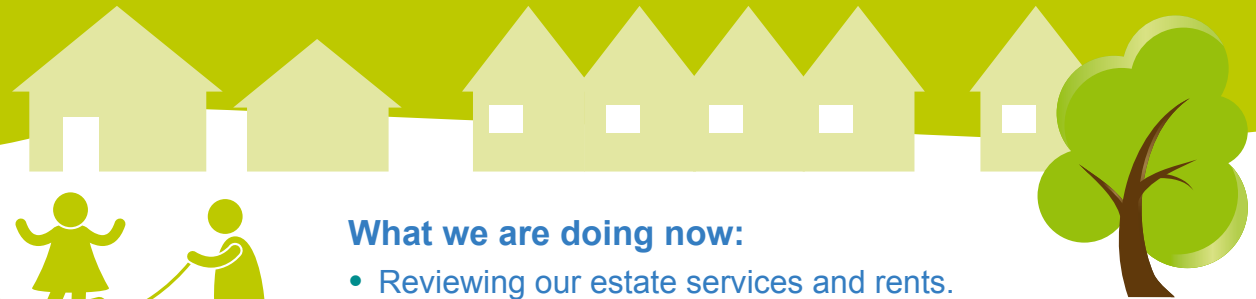
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Estates



2013-14 Improvements – You said, we did:

New play areas installed at Devereaux Crescent, Ebley, Draycott, Cam and improvements to Mason Road play area.



What we are doing now:

- Reviewing our estate services and rents.
- Implementing a Tenancy Enforcement programme.

97.5% OF NEW TENANTS visited within the first 6 weeks by their Housing Officer.

94 ANTI-SOCIAL BEHAVIOUR cases reported.

79 ANTI-SOCIAL BEHAVIOUR cases successfully resolved.

92% OF COMPLAINANTS satisfied with how we handled their ASB case.

DECEMBER 2015

Happy Christmas



*Minchinhampton in Winter
taken by John Williams -
runner-up in our photo competition.*

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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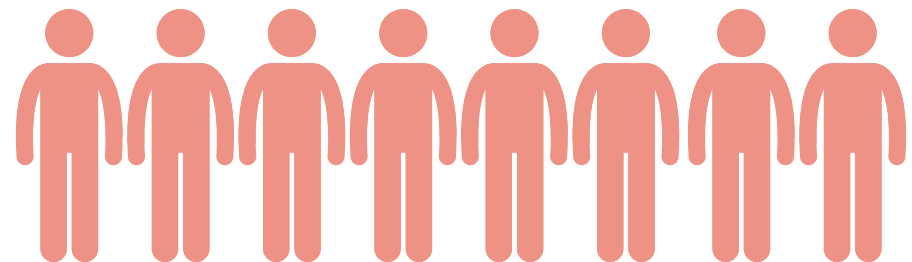


2013-14 Improvements – You said, we did:

- Shortlisted for TPAS awards for Tenant Services Annual Report and Young Tenant Involvement.
- Improved the way we handled complaints.
- Reviewed our Service Standard promises to you.

What we are doing now:

Inviting a tenant inspection on our complaints procedure.



SPENDING TO IMPROVE HOMES

£16,119,985

INSIDE

Kitchens and Bathrooms	£2,428,877
Disabled Adaptations	£295,851
Electrical Works	£126,356
Heating, Fuel Switch and Renewable Heating	£6,847,085

OUTSIDE

Doors & Windows	£416,537
Roofing	£281,852

PROJECTS

Improving Empty Properties	£1,881,663
Woolaways Projects	£797,387
New Build and Development	£1,895,700
Other	£1,148,677
Total Spend 2013-14	£16,119,985

OUR INCOME 2013-14

Rent and Service Charges	£22,138,187
Other Income	£4,607,262
Right to Buys	£2,643,000
Total Income	£29,388,449

WHAT WE SPENT 2013-14

Capital spend	£16,119,985
Repairs and Maintenance	£3,759,277
Management & Services	£7,538,034
Other	£55,374
Total Spent	£30,664,016

PROPERTIES WE OWN

4,290	829	156	2
GENERAL NEEDS FLATS, HOUSES AND BUNGALOWS	FLATS AND BUNGALOWS FOR OLDER PEOPLE	LEASEHOLD FLATS	SHARED OWNERSHIP HOUSES

Don't worry folks we planned to spend more than our income. The difference of £1.3m came from our reserve account, so more money goes into your homes.

TOTAL: 5,277