

COUNCIL HOUSING Annual Report

April 2020 – March 2021



WELCOME TO OUR HOUSING ANNUAL REPORT 2020/21

This report summarises the performance of the Council's Housing Service during the last financial year, April 2020 to March 2021.

The report highlights where service areas have performed well and, more importantly, where there is room for improvement.

I'm pleased to share the report with you as part of your Home Matters magazine to ensure you all have the chance to see how well we are performing and how your rent is spent.

We've continued to work hard to improve our service and so much has been achieved over the past 12 months including:

- The delivery of new high-quality homes, including 44 completed new homes at Broom Hayes, Broom Valley and 14 new bungalows in Treeton and Ravenfield, and the start of a further 171 in the Town Centre.
- Rent collected exceeded rent owed for the year, meaning outstanding unpaid debts reduced by one million pounds this year.
- A lot of work has been done this year to sustain our tenancies and support our tenants including:
 - o Over 100 vulnerable residents helped into employment / training
 - o 5,700 telephone calls made to potential vulnerable tenants to check on their wellbeing
 - o Covid Winter Fuel Support Grants were issued to over 2,500 residents
- Sustaining decent homes (99.95 % of properties) and landlord compliance with 99.98 % of gas servicing and 97.06 % of electrical fixed wire testing completed. Independent fire risk assessments for all five high density blocks.
- 99.92 % of anti-social behaviour cases were resolved.
- Increase in the digitalisation of services, allowing more opportunities for tenants to get involved.
- Established a rough sleeper team to find accommodation and support for those at risk of rough sleeping, finding accommodation for 546 people.
- Provided emergency accommodation to 1,105 households to prevent homelessness.

At the outbreak of the pandemic, the housing services were adapted to concentrate on the most critical functions. Most of the temporarily suspended services have now resumed, albeit at a reduced rate, but the effect of the pandemic is reflected in the performance figures below.

For the financial year 2021/22 we identified a number of priorities to focus on:

- We will implement our new Housing Management IT system, which will enhance customer experience
- We will continue delivery of our new homes programme, including in the town centre
- We will refresh our key strategies, including the Housing Strategy, Financial Inclusion Strategy and Homelessness Prevention and Rough Sleeper Strategy
- We will continue to develop and enhance our services to fully meet the requirements of the Charter for Social Housing White Paper
- We will continue to help our tenants to sustain their tenancies, through a range of tenancy support initiatives.

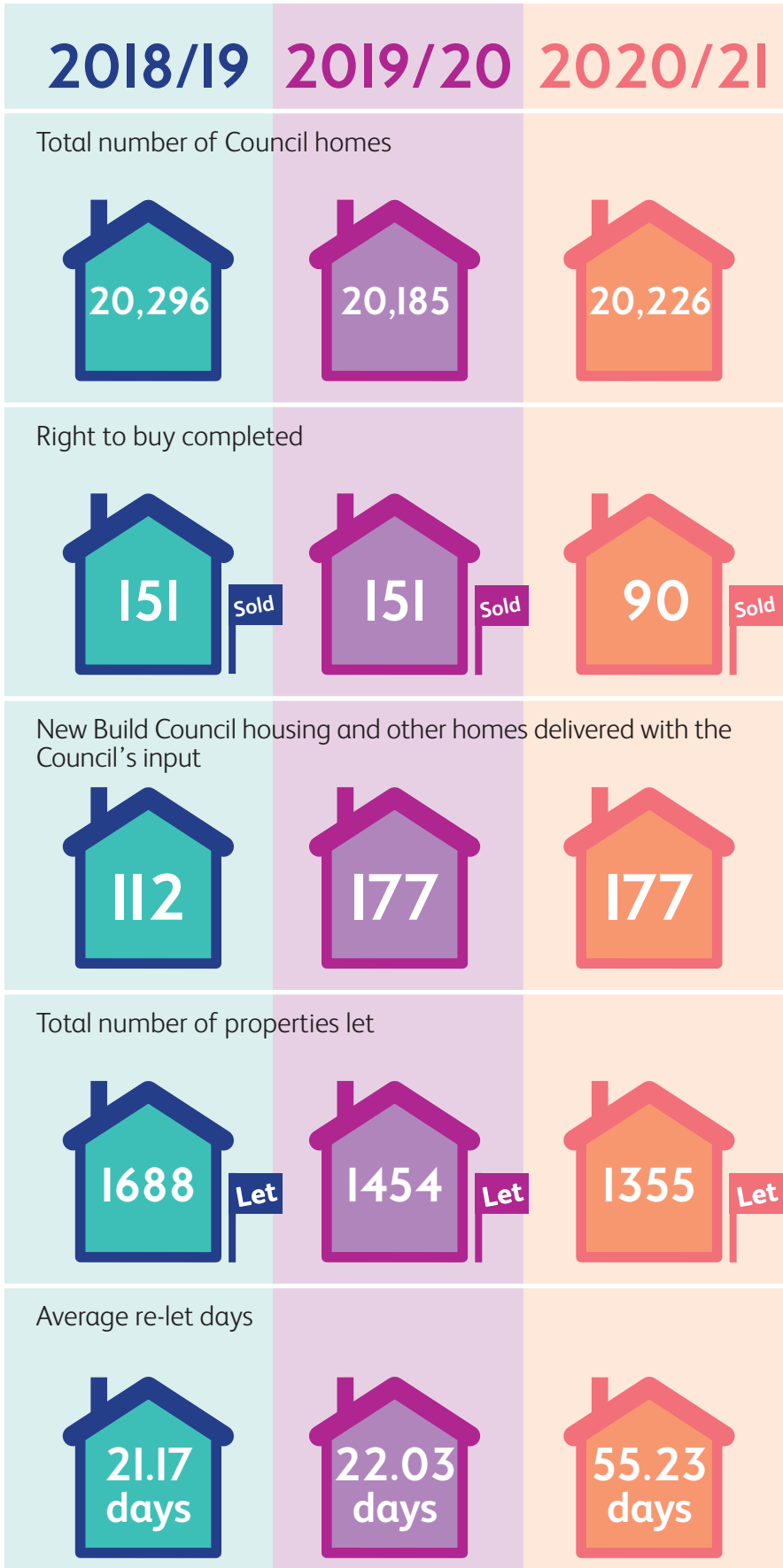
If you have any comments about this report please get in touch with us by emailing councilhomes@rotherham.gov.uk or tweet us [@HousingRMBC](https://twitter.com/HousingRMBC)

Paul Walsh
Acting Assistant Director,
Housing Services

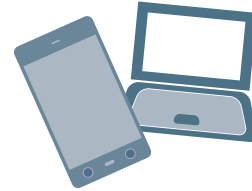
PERFORMANCE AT A GLANCE

Rotherham Council is committed to delivering excellent services to our tenants and providing houses that you are proud to call homes. Here's a round-up of how we performed in the key areas that you said matter to you most.

COUNCIL HOUSING STOCK



KEEPING YOUR ESTATES SAFE (anti-social behaviour)



Number of ASB complaints reported

3,068
2018/19

2,557
2019/20

2,359
2020/21

Percentage of ASB complaints resolved

99.89%
2018/19

99.80%
2019/20

99.92%
2020/21

Target 92%

BETTER THAN TARGET

HOUSING INCOME & FINANCIAL INCLUSION

Rent collected as a percentage of rent owed (excluding arrears brought forward)



99.67%
2018/19

100.75%
2019/20

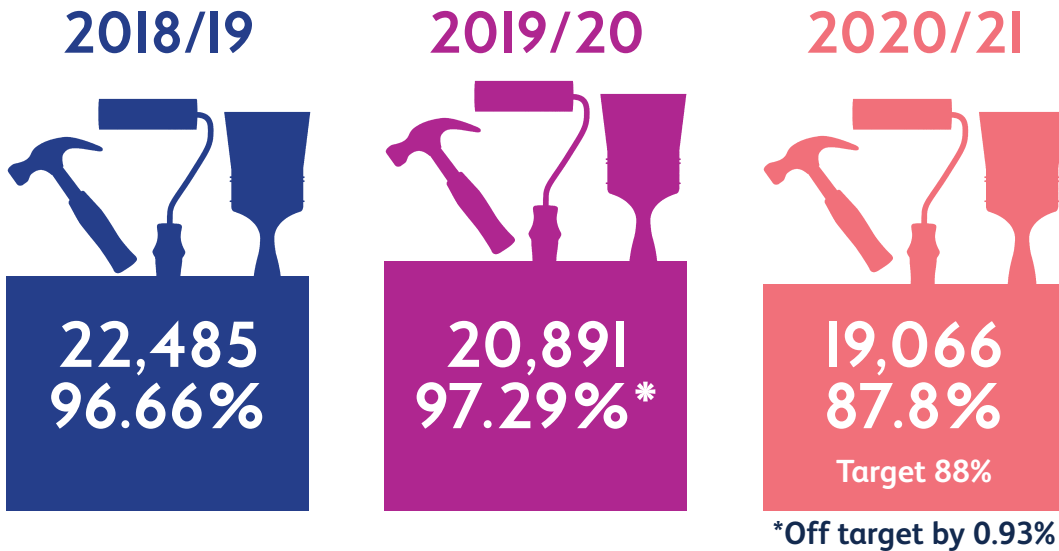
101.83%
2020/21

Target 99.67%

BETTER THAN TARGET

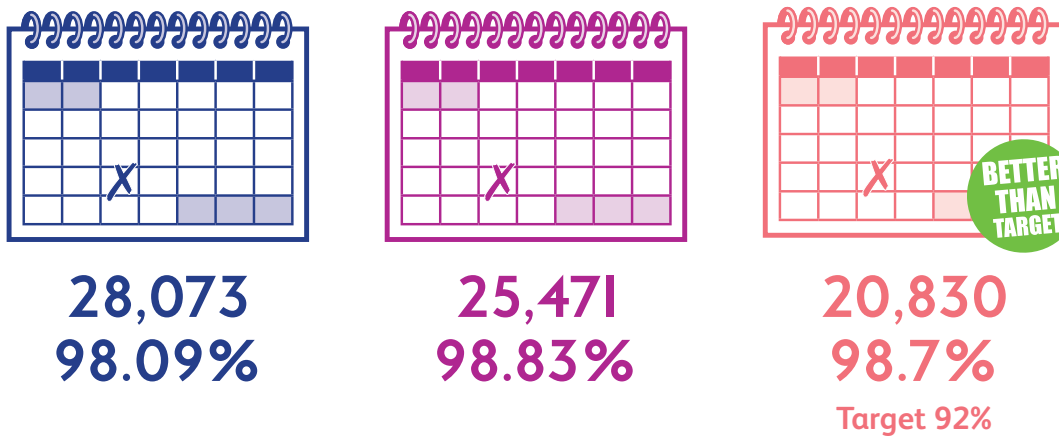
REPAIRS AND MAINTENANCE

Number and percentage of responsive repairs completed Right First Time



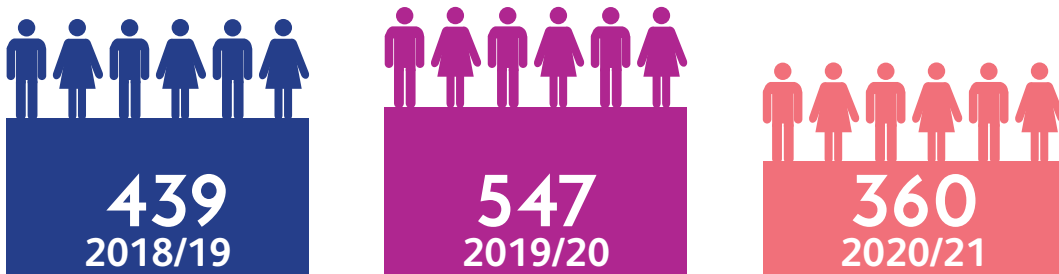
*The reduced target and performance was due to a change in contract and therefore definition of what constitutes Right First Time.

Number and percentage of repair appointments made and kept

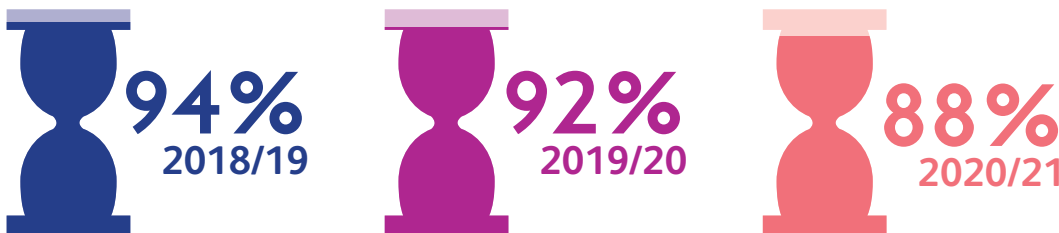


COMPLAINTS AND COMPLIMENTS

Number of complaints received for Housing Services



Number of complaints responded to within corporate timescales



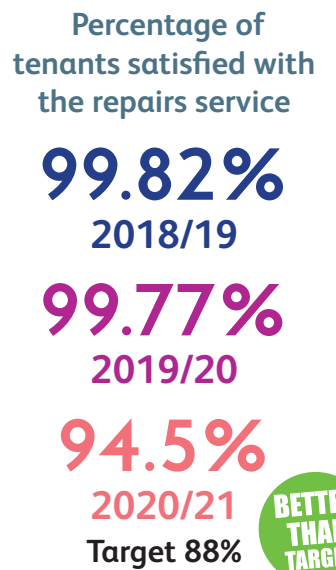
GAS SERVICING

Percentage of properties completed



CUSTOMER SATISFACTION

Percentage of tenants satisfied with the repairs service



Number of compliments received



MAKING SENSE OF THE MONEY

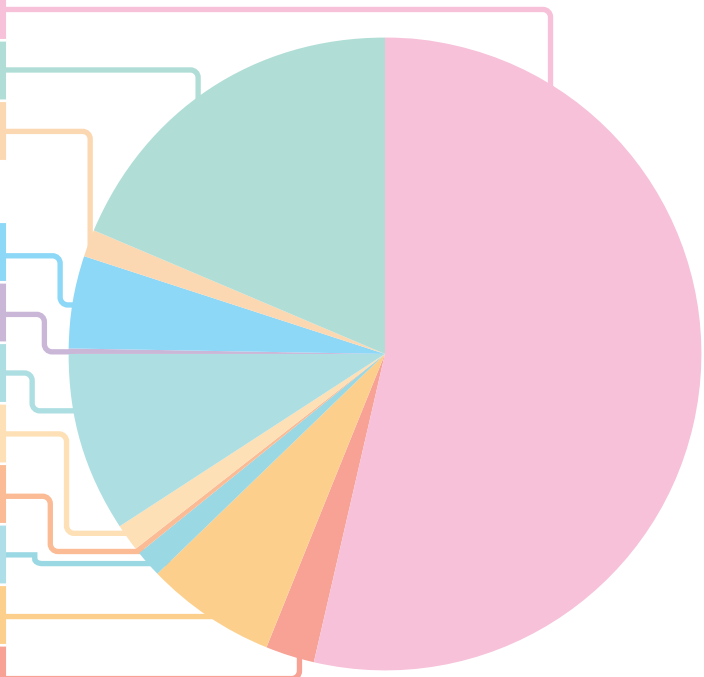
Rotherham Council owns and manages over 20,000 council homes. In 2020/21 the income was £90,173,965

Below is an overview of how your rent was spent during the year.

Capital Charges	£48,399,773	53.7 %
Repairs & Maintenance	£16,825,641	18.7 %
Estate Management	£1,281,189	1.4 %

Staffing and Service costs

Housing Management	£4,370,353	4.8 %
Anti-Social Behaviour	£123,398	0.1 %
Central Services	£8,319,392	9.2 %
Income Management	£1,396,408	1.5 %
Tenant Involvement	£88,840	0.1 %
New Housing and Housing Strategy	£1,400,077	1.6 %
Housing Options, Allocations and homelessness	£5,734,346	6.4 %
Contracts, Investment & Compliance	£2,234,546	2.5 %
Total Expenditure	£90,173,965	100 %

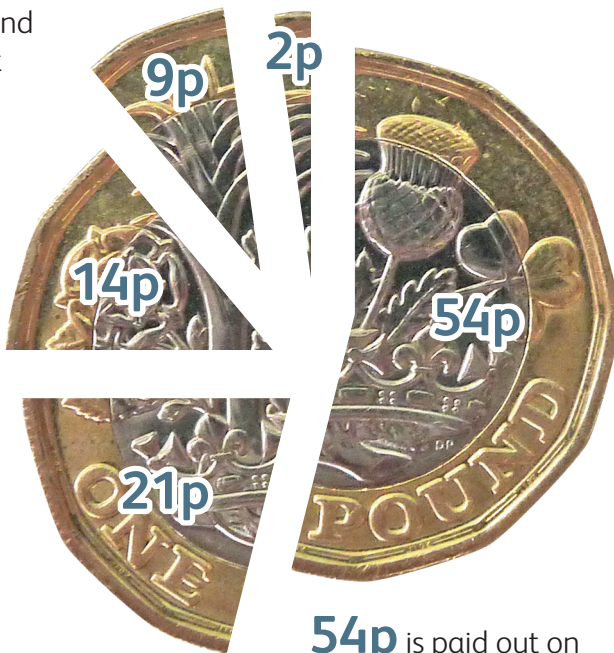


FOR EVERY £1 OF RENT YOU PAY

9p is spent on central services such as management, administration and business support

2p is spent on developing new housing

14p is spent on managing estates and tenancies including letting houses and collecting rent



21p is spent on repairing the houses and getting them in a lettable condition

54p is paid out on capital repairs, new Council housing, and interest on borrowing and depreciation charges

FOCUS ON INCOME

Most of the income comes from rent but tenants and leaseholders are also charged for services and facilities that the Council provides.



House Rents	£77,183,270
Garages and Ground Rent	£729,156
Furnished packages	£4,059,174
District Heating	£591,290
Communal Facility charges	£334,887
Right to Buy receipts	£117,000
Leaseholder contributions to services	£199,155
Aids & Adaptations	£52,491
Miscellaneous Income (incl. strategic)	£345,260
Total income	£83,611,684
Transferred from reserves	£6,562,281
Total funds used	£90,173,965