

Council Housing Annual Report

April 2019 and March 2020



Welcome to our Housing Annual Report 2019/20

This report summarises the performance of the Council's Housing Service during the last financial year, April 2019 to March 2020.

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:

- Won awards in recognition of the work we do to support tenants who are struggling financially
- Obtained £379,000 funding to establish a Rough Sleeper Initiative team and increased provision of supported emergency accommodation
- Exceeded our targets for dealing with antisocial behaviour cases, working in with other Council services and South Yorkshire Police
- Launched the new tenancy health check model and new tenant welcome visits, exceeding the target for the number of visits to be completed
- Launched new repairs and maintenance contracts with Engie and Mears
- Maintained excellent performance on key landlord functions including gas servicing and income collection
- Completed the site clusters programme and Bellows Road housing scheme, which have delivered 275 high-quality new homes
- Secured funding for an ambitious five-year housing development programme including 171 new homes in the town centre
- Retained Tpas accreditation until 2022, recognising our commitment to tenant involvement.

For the financial year 2020/21 we identified a number of priorities to focus on:

- We will deliver an ambitious new homes programme, delivering quality and choice as well as supporting the regeneration of the town centre and our neighbourhoods
- We will work in partnership to intervene early to prevent homelessness and rough sleeping and ensure that everyone has a place to call their home
- We will ensure that our homes are safe, secure and well maintained, meet the decent homes standard and are fit for the future
- We will transform our services and use new technology to ensure that our customers can easily access our services in a range of ways to meet their needs.
- We will ensure that Council tenancies and estates are sustainable and are set within safe, strong and cohesive communities.

If you have any comments about this report please get in touch with us by emailing **councilhomes@rotherham.gov.uk** or tweet us **@HousingRMBC**

Tom Bell
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.

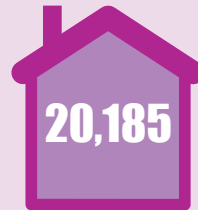
Council housing stock

2017/18

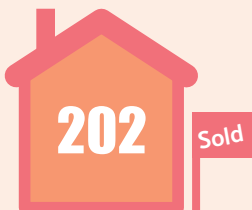
2018/19

2019/20

Total number of Council homes



Right to buy completed



New Build Council housing and other homes delivered with the Council's input



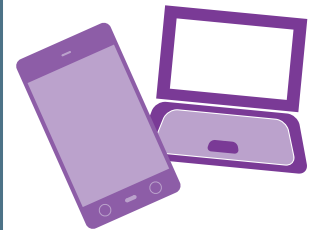
Total number of properties let



Average re-let days



Keeping your estates safe (anti-social behaviour)



Number of ASB complaints reported

3,173
2017/18

3,068
2018/19

2,557
2019/20



Percentage of ASB complaints resolved

99.8%
2017/18

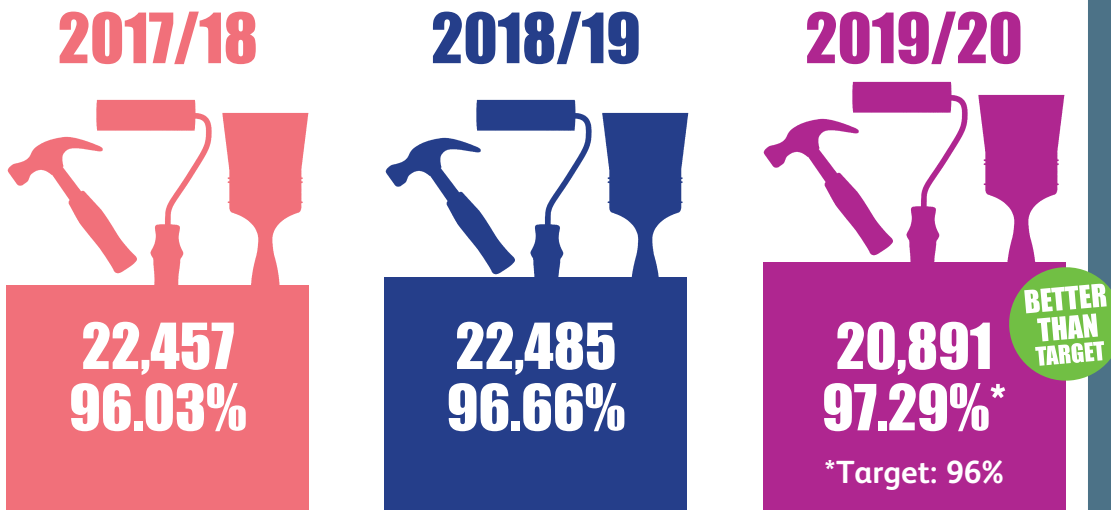
99.89%
2018/19

99.80%
2019/20
Target: 99%

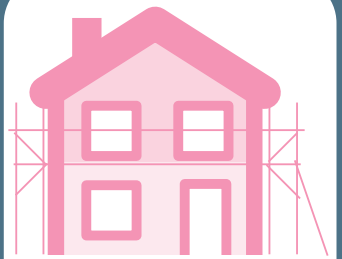
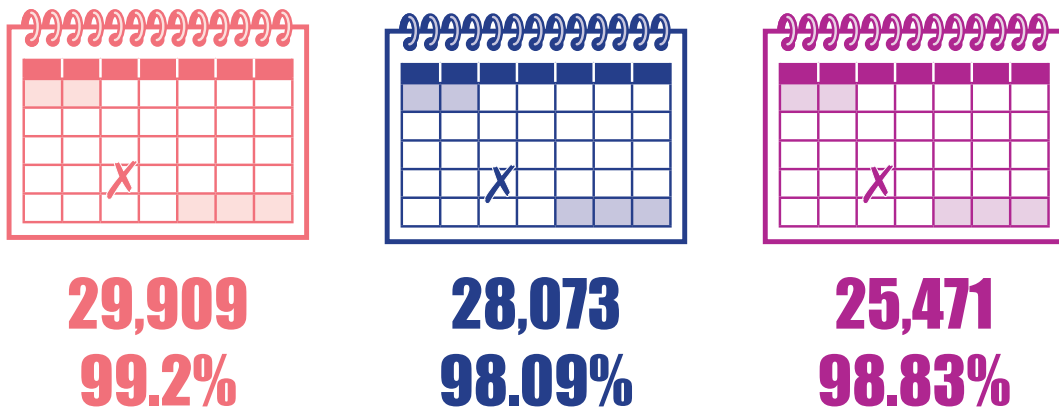
BETTER THAN TARGET

Repairs and maintenance

Number and percentage of responsive repairs completed Right First Time



Number and percentage of repair appointments made and kept



Customer Satisfaction
Percentage of tenants satisfied with the repairs service

99.4%
2017/18

99.82%
2018/19

99.77%
2019/20
Target 99%



Complaints and compliments

Number of complaints received



Number of compliments received

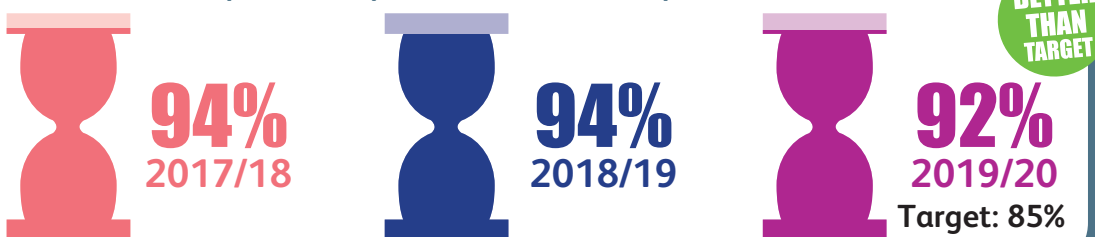


183
2017/18

146
2018/19

129
2019/20

Number of complaints responded to within corporate timescales



Making sense of the money

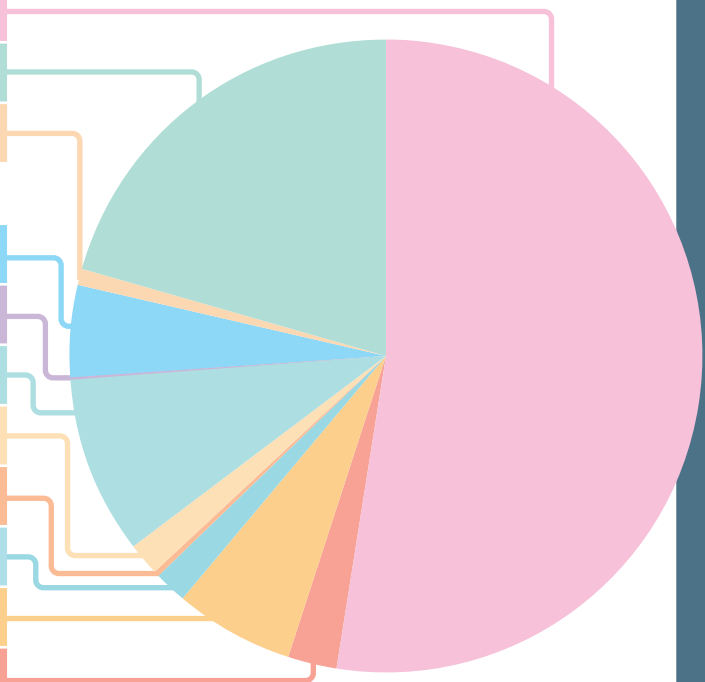
Rotherham Council has over 20,000 Council homes. In 2019/20 the income was £93,399,014

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

Capital charges	£49,287,420	52.7%
Repairs and maintenance	£19,012,707	20.4%
Estate management	£711,269	0.8%

Staffing and Service costs

Estate and tenancy management	£4,501,454	4.8%
Anti-social behaviour	£134,998	0.1%
Central services	£8,604,594	9.2%
Income management	£1,581,002	1.7%
Tenant involvement	£97,863	0.1%
New housing and housing strategy	£1,664,377	1.8%
Housing options, allocations and homelessness	£5,572,064	6%
Contracts, investment and compliance	£2,231,266	2.4%
TOTAL	£93,399,014	100%



For every £1 of rent you pay

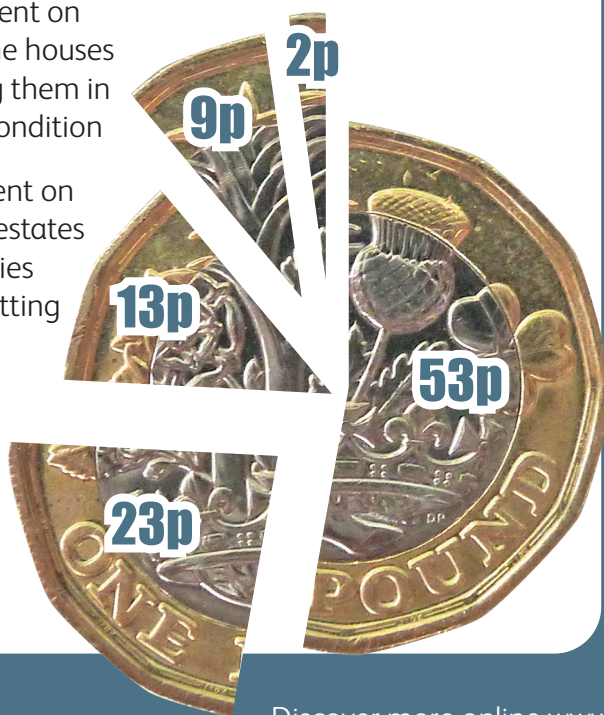
53p is paid out on capital repairs, new Council housing, and interest on borrowing and depreciation charges

23p is spent on repairing the houses and getting them in a lettable condition

13p is spent on managing estates and tenancies including letting houses and collecting rent

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

2p spent on developing new housing



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	£77,036,114
Garages and ground rent	£765,062
Furnished packages	£3,879,408
District heating	£760,592
Communal facility charges	£497,561
Right to buy receipts	£196,300
Leaseholder contributions to services	£183,173
Aid and adaptations	£238,373
Miscellaneous income	£383,966
Total income	£83,940,549
Transferred from reserves	£9,458,465
Total funds used	£93,399,014