

An update on our housing services

Introduction from Councillor Jean Innes, cabinet member for housing

"It's been another busy year for our housing service, and I am pleased to be able to share some performance updates and highlights from over the past year with you.

"Making sure our homes are safe, and investing in the quality of homes, remain our top priorities, and during 2023/24 we invested over £22million into homes and neighbourhoods.

"Another key focus over the past year has been making sure we are delivering the outcomes set out in the Regulator of Social Housing's Consumer Standards including publishing performance and tenant satisfaction information. The latest figures have shown that over 66 percent of tenants are satisfied with the services we provide. We're looking at the steps we can take to improve this, and we will continue to ask for your feedback.

"The Regulator of Social Housing inspected our housing services in September, and we are awaiting the result. This will further help us understand what we are doing well, and to check that we have the right actions in our plan.

"It is important that all council tenants are able to access the most up to date information about performance and satisfaction, and from now on, we will be publishing this information on the housing webpage every three months, so you don't have to wait for an end of year report.

Visit www.chesterfield.gov.uk/housing to keep up to date.

"I hope you find this housing update interesting, and I look forward to continuing to work with staff and tenants to continue improving our housing services."

“ Investment in our homes remains our top priority, and during 2023/24 we've invested over £22million into homes and neighbourhoods.”

Councillor Jean Innes, cabinet member for housing.



Facts and figures about our existing housing stock



8,774

Total number of properties we own and manage



40

Number of properties sold under the right to buy scheme



7

Number of new homes added to our stock



517

Number of homes which have been let



3,030

Number of households on the housing register



412

Number of empty council homes

figures correct at the end of March 2024



£40.89million

Total income from rents and service charges



£89.17per week

Average rent during 2023/24

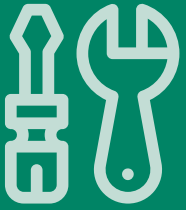


£22.24million

Amount spent on capital investment in 2023/24



What we've invested in homes during 2023/24



£19 million

Invested in improvements and maintenance of our housing stock



£1.2 million

Spent on building or purchasing homes to add to our housing stock



£1.9 million

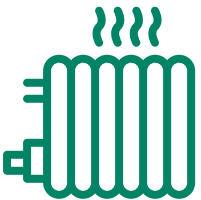
Invested in refurbishing our independent living schemes



£22.1 million

Total investment

Number of improvements we've made:



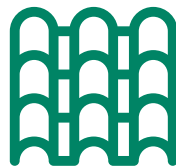
295

Heating systems



37

Bathrooms



84

Roofs



205

Windows and doors



160

Kitchens



99.6%
of council homes meet the Decent Homes Standard.

*all figures correct at the end of March 2024

Investing in council homes

Once again, the number of households on the housing register has risen, and we're working hard to increase the number of homes we have available.

We're making great progress on a project that will see 22 new homes built in Middlecroft and Staveley – with the first bungalows already completed.

In line with our climate change commitments, each of the properties has been designed to achieve an A-rated EPC (energy performance certificate). Solar panels have also been installed and have been designed to generate more energy than the properties are expected to use.

Over the next few months, you'll also see the number of empty council homes reducing, as we have commissioned an external contractor to help repair up to 200 homes to get them ready for people on the housing register to move in to.



Councillor Gilby and Councillor Innes at a recent site visit in Middlecroft

Keeping your home safe

As a responsible landlord, your safety is our top priority. To ensure you can remain safe in your property, we'll visit your home to carry out regular inspections.



100%

Solid fuel appliance checks, electrical safety checks and annual gas services completed during 2023/24



100%

Fire safety checks completed during 2023/24



100%

Legionella checks and lift safety checks completed in independent living schemes during 2023/24



99.3%

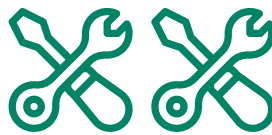
Asbestos checks completed during 2023/24. This returned to **100%** by April 2024

We'll also visit your property if something needs fixing. It's important to remember that there are some repairs that you are responsible for as the tenant. You can find out more at: www.chesterfield.gov.uk/repairs-list



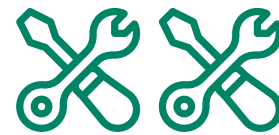
34,353

Total number of repairs completed during 2023/24



85.1%

Percentage of urgent repairs completed in timescale - 85.1% at the end of March 2024, but this has risen to **94.6%** in September 2024



59.8%

Percentage of non-urgent repairs completed in timescale - 59.8% at the end of March 2024, but this has risen to **72.6%** in September 2024

Tenant Satisfaction Measures (TSMs) were introduced by government in 2023 and are designed to help you see how well social housing landlords are doing at providing quality homes and services, and where they need to improve.

Some of the results from the 2023/24 tenant satisfaction survey are set out below and you can read the full report at: chesterfield.gov.uk/tsm-results



70.4%

Overall satisfaction with repairs



66.4%

Tenants who are satisfied that their home is well maintained



66.9%

Satisfaction with the time taken to complete repairs



71.7%

Tenants who are satisfied that their home is safe

We're here for our tenants

To help check you are happy and well in your home, we carry out tenancy visits – providing an opportunity to have an informal chat and see if you need any additional support. We also work in partnership with community safety, environmental health and police colleagues to deal with any anti-social behaviour (ASB) or neighbourhood problems reported to us.



1,325

Tenancy visits completed during 2023/24



386

Antisocial behaviour (ASB) cases reported during 2023/24

We're also committed to making adaptations where we can, to make sure our homes meet the needs of the tenant, and people with disabilities can stay in their homes for longer:



£914,424

Spend on adaptations during 2023/24



171

Number of major adaptations completed during 2023/24



330

Number of minor adaptations completed during 2023/24



1,070

Personal Housing Plans completed during 2023/24 - to help us find out more about the specific needs of our tenants and make sure their home is right for them

For more information on adaptations, contact our housing and health team on **01246 345700**.

Example of home adaptation completed in Middlecroft



Tenant engagement

It's been a busy year for our tenant engagement team, and we've provided more opportunities for people to get involved. This includes establishing several new groups to focus on improving communication and scrutinising the housing services.

During 2023/24, our team has worked closely with tenants to review and relaunch the website to make sure that the information is easy for tenants to access. Tenants have also helped to update the tenant handbook and independent living scheme handbooks.

As well as hosting meetings with tenants, our team have been out and about in the local community – holding family fun days in half term and visiting different locations to meet tenants and support tenants with their needs.

The full report about their work, and the influence tenants' voices can have on making changes to the housing services, can be found at:

www.chesterfield.gov.uk/te-report

If you want to know more about the different ways you can get involved please get in touch by calling **01246 345147**, emailing tenantengagement@chesterfield.gov.uk or visiting our website:

www.chesterfield.gov.uk/Chat



Next steps

Over the coming year, we'll continue to invest in our properties and focus on the issues that matter most to tenants – making necessary improvements to make sure they are satisfied with our services.

We also will continue to work through the points raised by our tenant engagement activity and put action plans in place to further improve the services we deliver – this includes:

introducing a new IT system to improve efficiency and help us to get repairs completed quicker

making it easier for tenants to find out when improvements will be carried out in their home or block

relaunching the repairs handbook to make it clearer who is responsible for what

improving communication on safety to tenants living in blocks of flats

making sure new tenants are made aware of tenant engagement opportunities

You can see the action plan that we have developed with tenants at: www.chesterfield.gov.uk/tsm#plan. Keep checking back to this webpage for updates to see how we are progressing.

We'll continue to make improvements to make our homes more energy efficient and meet our climate change commitments.

Brocklehurst Court is leading the way on decarbonised shared domestic heating. We have conducted a detailed feasibility study in preparation for the installation of a low carbon heat source and upgraded insulation for the site. This will reduce emissions and improve the quality of housing. Works to implement the recommendations of the study are due to begin in 2024/25 and once complete we will look at options for other independent living schemes.



Meet your Housing Advisory Board representatives

We've recently recruited four tenants to join our Housing Advisory Board to help inform and influence our housing services.



Christine Sanderson, Darrell Price, Janice Bather and Phil Simpson join the board and will work alongside four elected members, the executive director of the council and the service director for housing to ensure our housing services comply with the requirements of the Regulator of Social Housing and the Housing Ombudsman.

The board will meet every three months and the four tenants will be on hand to make sure that the tenants' voice is heard. Minutes from each meeting will be shared on our website.

“we have lots of opportunities for people to get involved – we're sure that our four representatives will make sure that the voice and views of others is heard.”

Councillor Jean Innes, cabinet member for housing

Councillor Jean Innes, cabinet member for housing, said: “We're pleased to welcome the four tenants on to the board and look forward to working closely with them. It's important that we give our tenants the opportunity to help shape our services and we have lots of opportunities for people to get involved – we're sure that our four representatives will make sure that the voice and views of others is heard.”

Darrell said: “I firmly believe that tenants are important members of the housing advisory board because they are your end user of the services provided, with real life experience of the outcomes of council policies and plans. Plus it will give the tenants a very good insight into the challenges and regulations that the council has to work with on a daily basis.”

Phil added: “I joined the board because I am interested in the running of local housing and feel I could give my input as a tenant.”