

Annual Tenant Report 2011/12

Keeping you up to
date



Welcome

Welcome to the Annual Tenant Report for 2011-12

The Council produces the report every year so that we can keep you up to date on our performance, and let you know how we have improved your homes. The report will also tell you what we have spent money on in 2011-12. You will find out about the new sheltered housing scheme on the site of Collingwood House, as well as how to get involved and make sure we are offering the best possible service to you.

The report also gives you a list of names and numbers so that you can easily get in contact with us should you need to.



How much did we spend in 2011-12?

£3.88 million	£3.12 million	£3.02 million	£0.60 million
spent on Managing Tenancies and Homes	spent on Repairs, Maintenance & Communal	spent on Government	spent on Sheltered Housing

How much money did the Council receive in 2011-12?

We received £9.63 million in rent from tenants, £0.68 million in service charges and £0.49 million from the Government.

How did we do in 2011/12?

Improving homes

- 99% of Council homes meet the Decent Homes Standard meaning your home is safe, has modern facilities/services and is comfortable.
- Energy efficiency to a number of Council homes is being improved by replacing old inefficient boilers with new condensing boilers.
- Solar panels have been installed at two large sheltered schemes.
- TV aerial systems were upgraded ahead of the Digital switchover.

Empty Council Homes

- 177 Council homes were re-let in 2011/12
- It took an average of 27.89 days in 2011/12 to re-let empty homes
- £112, 530 rent was lost through empty Council homes in 2011/12.

Housing Rents & Arrears

- At the end of March 2012 current tenant rent arrears stood at £218,793, an increase on the previous year.
- During 2011/12 the Council carried out 5 evictions due to non payment of rent.

Housing Repairs & Improvements

- In 2011/12 approximately 8,500 repair orders were raised. Feedback showed that 99% of tenants were happy with the service.
- 99.7% of gas boilers in Council homes were serviced.

Repairs and Maintenance Service

We have agreed new contracts with companies for repairs, gas servicing and kitchen/bathroom modernisation. This should mean a reduction in costs.



A Free phone number is available for tenants to report repairs **0800 1412194**

Tenants making a difference

Tenants have a really important role in making sure that we offer the best service we can. They can tell us what we do well and what we could improve.

If you get involved you will help to improve your homes and local community.



How do tenants make a difference?

Tenant Representatives

Throughout the year tenant representatives have:

- Helped to analyse housing budgets
- Monitored housing work programmes such as kitchen & bathroom improvements.
- Looked at how well contractors do housing repairs, gas servicing, kitchen and bathroom modernisations, block

Housing Tenancy Board

A number of nominated tenant representatives have been invited onto the Council's Tenancy Board. The Board looks at how well the Housing Service is doing to see if it is up to standard.

Tenant Forums

There are two tenant forums where housing services of interest and concern are discussed. Dates of meetings are printed in newsletters, in our reception area and on our website.

The General Tenants' Forum is open to all tenants and meets 6 times a year.

The Sheltered Tenants' Forum is open to all sheltered tenants and meets 4 times a year.



Have your say

Ways to have your say

There are a number of opportunities for you to get involved to help improve homes including:

- **Block Captain/Estate Monitor**
(Providing feedback on cleaning & grounds maintenance)
- **Editorial Panel**
(Helping to put together the tenants' newsletter 'Tenants' Voice')
- **Contract Performance Groups**
(See how good a service cleaning, grounds maintenance, housing repairs, kitchen/bathroom modernisation & gas servicing contractors offer tenants)
- **Tenant Monitoring Group**
This group looks at all services provided to tenants in more detail.

How can people get involved?

Tenants can find out more about the above groups by contacting the Tenant Involvement Officer, Jennie Larkin on 01329 824463 or e mail jlarkin@fareham.gov.uk. You can also look at Tenant Involvement on our website.

Estate Inspections & Estate Improvements

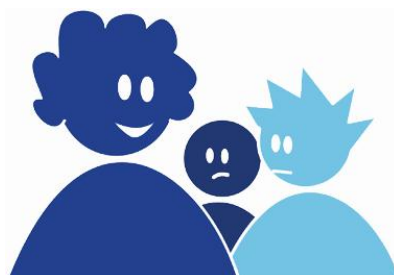
Area Housing Estates Officers carry out regular estate inspections and tenants are invited to take part. This provides a good opportunity to tell us about housing issues around your home and to work on solutions together.

The Council has some money to fund small scale improvements to housing sites and tenants can make suggestions about possible works.

Training & Support

Fareham Borough Council and other neighbouring councils and housing associations provide two training events each year. These provide an opportunity for up to 20 tenants to receive training and gain knowledge about such things as Housing Law and how to improve services.

The Council offer tenants payment of travel expenses for attending meetings and in terms of paying for room hire and refreshments and organising agendas/minutes.



Coming Soon

Collingwood House Redevelopment

The Council has agreed to build a new sheltered housing scheme on the site of Collingwood House and a block of nearby flats in Gibraltar Close on Stow Estate.

Tenants at Collingwood House have been re-housed and the Council is currently re-housing tenants at Gibraltar Close flats.

Work on the new scheme is to start in 2013 and is due to be completed by the end of 2014.



Computer image of what the new sheltered housing will look like

Tenancy Strategy

The Council is putting together a new Tenancy Strategy and Policy which will start from April 2013. This is a plan about how the Council will manage its houses and tenancies in the years ahead.

The proposals in it will not affect existing tenants. New tenants allocated family sized accommodation (2 bed and larger) are likely to be given a 'Flexible Tenancy' for a fixed period of time.

Housing Allocations

The Council is preparing a new housing allocations policy for April 2013. This will give housing applicants information on how their application will be assessed and how priority for housing will be given.

Welfare Reforms

The Government is starting to make changes to benefits that will affect tenants who receive housing and council tax benefit. Some key changes are being introduced in 2013:

- A reduction in housing and council tax benefit from April 2013 for those tenants of working age that are under-occupying their home by one or more bedroom.
- The introduction of Universal Credit in October 2013 (which includes an element for housing costs) will be paid direct to tenants instead of the Council.

The Council will publish more news on these changes in 2013.

Contact us

Contact Us

Building Services

Free phone Repairs Number - ☎ 0800 1412194

Responsive Repairs Team - ☎ 0800 1412194 or responsiverepairs@fareham.gov.uk

Planned Maintenance Team - ☎ 01329 236100 or buildingprojects@fareham.gov.uk

Tenancy Services

Tenant Involvement Officer - ☎ 01329 824463 or jlarkin@fareham.gov.uk

Area Housing Estate Officers:

Fareham North & North West

Jon Johnson - ☎ 01329 824458 or jjohnson@fareham.gov.uk

Portchester & Fareham SW

Sian Jeffery/Keith Nevitt - ☎ 01329 824484 or sjeffery@fareham.gov.uk or knevitt@fareham.gov.uk

Fareham SE & Stubbington

Matt Elsbury - ☎ 01329 824492 melsbury@fareham.gov.uk

Western Wards

Helen Ayers/Tania Meskouri - ☎ 01329 824464 or hayers@fareham.gov.uk or tmeskouri@fareham.gov.uk

Housing Options

Housing Options Team - ☎ 01329 236100 ext 4493

Housing Allocations Officer - ☎ 01329 236100 ext 2471

ALTERNATIVE FORMAT

To obtain a copy of this report in large print, in audio version or have it translated please contact the Council's Customer Service Centre on 01329 236100.

If you would like further information or to comment on the content or format of this report then please contact either Jon Shore, Tenancy Services Manager on 01329 236100 ext 4540 or by e-mail to jshore@fareham.gov.uk or Jennie Larkin, Tenant Involvement Officer on 01329 824463 or by e-mail to jlarkin@fareham.gov.uk

www.fareham.gov.uk

