



North Warwickshire
Borough Council

LANDLORD SERVICES ANNUAL REPORT

April 2024 - March 2025



Working together to deliver quality services
with good customer care at their heart.

Every year the Council publishes performance information about the Landlord services it provides for its tenants. This report informs you about the performance of the Housing Division last year.

The housing stock is an important asset to the Council, and its current future Tenants. The services the Housing Division delivers are funded from income from the rent payments we receive.

The Council's Resources Board oversees the Landlord services provided for our tenants and makes decisions about policies and budgets. Nationally decisions about rent levels are directed by national Government. National Consumer Standards are set and audited by the Regulator for Social Housing. The Housing Ombudsman Service acts to support tenants to resolve their complaint about their landlord.

The Borough Wide Tenant Forum is involved in helping us shape policies and service standards. They also scrutinise our services and provide feedback to help us improve.

The Housing Division publishes 2 newsletters every year to keep tenants informed about our services and what tenants have been doing. This report focusses on performance and our financial position.

We hope you find this information useful. This is your service so we welcome feedback from you. Please tell us about your experience. Tell us what is important to you. Tell us about the condition of your home. Tell us what information you would like us to share. Tell us about your estate.

You can tell us by phoning, by letter, by e-mail, talking to your local Councillor, going to a local meeting or through the Borough Wide Tenant Forum. Whatever your preference we would like to hear from you.

If you have a concern or complaint please tell us so that we can resolve it. You can phone or write to us or send an e-mail to complaintsandcompliments@northwarks.gov.uk

The report is published on the Council's website. If you would like a paper copy please contact us.

REPAIRS AND MAINTENANCE

We understand how important our repairs and maintenance service is for tenants. We have agreed standards for response times. Our in house, Housing Direct Works Team, usually respond to tenant's request for a repair within 28 days unless it is an emergency. Some work is planned and is prioritised in accordance with the resources we have available and can take up to 90 days.

The Council must maintain its stock to the Government's Decent Homes Standard. We plan work to meet this standard and ensure properties do not fall into disrepair. Our funding is limited so we consider what to prioritise. As well as meeting the Decent Homes Standard building safety is a priority. Building safety includes arrangements for electrical and gas installations as well as addressing risks from fire, from asbestos materials and Legionella.

To meet our legal duties we have prioritised electrical installation safety works and addressing fire safety risks in blocks of flats. Our kitchen and bathroom improvement programme is now back on track following a pause during the COVID lock down periods. We have also acted to improve the energy efficiency of homes by installing new heating systems, replacing windows and providing external wall insulation. We provide adaptations to help tenants retain their independence at home when we receive a recommendation from the Home Environment Assessment Response Team (HEART).

From April 2024 to March 2025:

- We installed 181 new heating systems
- Completed 115 rewires and 9 upgrades
- Installed new kitchens in 88 properties
- Provided external wall insulation for 36 homes
- Installed 19 level access showers, 6 ramps and 4 stairlifts
- Did monthly checks in premises at risk from Legionella
- Did weekly fire safety risks in blocks of flats
- Completed 2620 gas safety checks
- Completed 742 Electrical Installation Condition Reports

We need tenants to report repairs so that we can keep homes from falling into disrepair. Please call our helpful Customer Services Team if you need to report a repair.

We want to encourage tenants to tell us about concerns you have with damp and/or mould conditions. If it is caused by a leak or a disrepair defect we can act promptly to resolve it. We can also improve installations that help with ventilation. We had 170 reports last year about damp and mould. They are mostly resolved in a short time. We can provide a specialist treatment to clear mould to avoid health problems. We act to fix the problem so that the mould does not return. The Council's stock is ageing so sometimes we have to do extensive work to resolve the cause of the damp. This can be stripping plaster off to replace the Damp Proof Course or replacing the floor to provide for a damp proof membrane.

We completed 59 adaptations to help tenants with a disability. The average waiting time to complete an adaptation was 3 months. We know how important these adaptations are to help to keep tenants independent at home so we provide designated resources to respond to recommendations.



NICE PLACE TO LIVE

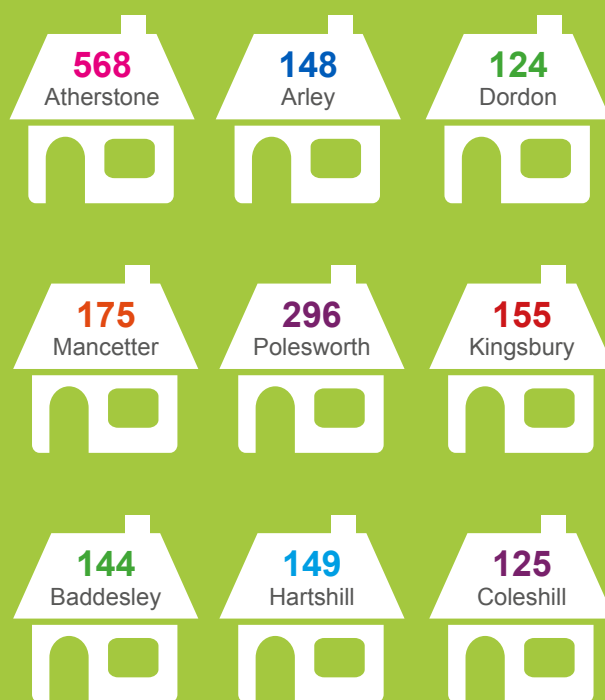
The Tenancy Services and Neighbourhoods Team act to ensure that tenancy conditions are maintained and estates are nice places to live. Tenancy Services Officers manage tenancies and site visits are completed by Neighbourhood Wardens regularly.

The Neighbourhood Team focus on our blocks of flats to ensure they are clean and tidy and safe for residents. During visits we aim to talk and listen to tenants to find out what issues are affecting them and to identify any works that needs to be done locally.

The Council does not experience extensive anti social behaviour on its estates but when it is reported the team acts to resolve the problem. We log every report anti social behaviour whether it is assessed as low level nuisance or high risk because we know how important it is to resolve problems before they escalate. During the year we had an average of 126 anti social behaviour cases for each 1000 properties we manage and it took an average of 44 days to resolve the nuisance brought to our attention.

OUR PROPERTIES

At the 31st March 2025 the Council owned 2583 properties. 9 properties were sold during the using the Right to Buy scheme. Our stock is made up of houses, flats and bungalows. We don't have any high rise blocks of flats – they are medium and low rise. The Council's stock is spread over a rural area with a significant amount of its properties in



HOW THE FUNDING WORKS

The Housing Revenue Account is a specific account which receives income from rent payments. It is separate from other Council budget accounts and the income is only used to pay for services for tenants.

All expenditure incurred in maintaining and managing the housing stock is paid for from rent income.

In 2012 the Council, with all other Local Authorities, made a payment to Government to buy itself out of the national Housing Revenue Account subsidy system for Council Housing. We cover the debt from rent payments. It was just over £3.6 million last year. The remaining income is spent on priorities for our stock.

The majority of the Council's income is from rent paid for dwellings, garages and shops. This was £14.2 million last year. We receive income for specific services for cleaning and window cleaning as well as from charges to leaseholders. In 2024- 2025 this was £117,552.

The repair and maintenance of properties is our biggest spending revenue budget. We do day to day repairs in response to tenants' reports of disrepair. Annually this costs £3m to £3.5m annually. We also have planned improvement programmes as well as the provision of adaptations for tenants who have a disability. Last year we spent £7.7m on major capital investment projects for our stock. This included the much needed regeneration works for our flats at Abbey Green Court, Polesworth.

We spend just over £2 million on managing tenancies – including collecting the rent due, delivering neighbourhood services and dealing with anti social behaviour. The costs of legal action is also covered by this budget.

The Council also seeks to build new properties to provide additional Council homes to meet housing need. We do this as budget provision allows after we have met the requirements of our current stock.

PERFORMANCE

The Council is expected to provide services which are value for money. Councillors on the Resources Board act to ensure that this is the case.

Performance information about how satisfied you are with the services you receive and our key performance indicators are reported to the Social Housing Regulator annually and published on our website.

Your Borough Wide Tenants Forum take time to scrutinise the specific services and give honest and careful feedback to help us improve. If you want to know about how to get involved please see our Tenant Partnership Agreement.

We compare our performance with other social housing landlords. The comparisons are favourable but we know that there is always room for improvement. We are paying particular attention to how we respond to reports of anti social behaviour and deliver good customer care in our response repairs service.

We dealt with 9519 repair requests during the year. Our average time for dealing with a responsive repair that our front line tradesmen can correct was 18.39 days. Some jobs take longer because they have to be planned. Sometimes safety measures have to be arranged such as using scaffolding to work at heights.

We were able to complete a repair right first time on 82.19% of occasions. Most delays are caused by needing materials which we are not able to keep in stock. Sometimes we have to arrange for more than one tradesman to visit to complete the work.

82.19%
repairs right
first time

We had no outstanding annual gas safety heating check at the 31st March 2025. We have a legal duty to complete these checks within 12 months of the last service. We need all tenants to co-operate to give the Gas Engineers access.

0
outstanding gas
safety check

All services are paid for from the rent we collect. At the end of March 2025 there was £178,973.19 of the collectable rent still owing due to tenant's debts. Every pound not collected means less funding for the services we provide.

£178,973
rent not
collected

We make contact with a tenant as soon as their account goes into arrears to prevent the debt owed increasing. Unfortunately some tenants do owe the Council large sums of rent. At the end of last year 0.98% of tenants had more than 7 weeks arrears on their rent account.

The team had cause to serve 88 legal warning notices to seek possession on tenants in arrears.

88
notices

We let 156 vacancies during the year. We try to minimise rent loss by keeping vacancy times short but sometimes properties are returned to us in a poor condition. It took an average of 75.5 days to let our properties last year. Some properties need a lot of repairs and extensive work before they can be let. We are working to improve turn around times however this will depend on the condition of the vacancies. On average it took 47.72 working days to bring properties back to a lettable standard if they did not need extensive works.

156
LET

Complaints

We don't want any of our tenants to experience a failure of our service. If it does happen we want to hear from you so that we can understand your concern and resolve it. Complaints are also an opportunity for us to learn about our customer's view of our service. A complaint is defined as an expression of dissatisfaction, however made, about the standard of service actions or lack of action by the Council, its own staff, or those acting on its behalf, affecting a resident or group of residents.

Our complaints procedure has two stages. The first stage is when have not met our expected service standard and a senior officer needs to consider what went wrong and provide a more formal response to resolve the

complaint. The second stage allows for a review of a complaint if it has not been resolved to the customer's satisfaction. If a customer is not satisfied with the Council's actions they can contact the Housing Ombudsman Service to seek a resolution.

During 2024-2025 the Housing Division responded to 60 complaints at Stage 1. 8 complaints were considered at Stage 2. One was referred to the Housing Ombudsman. We received 76 compliments. We hope able to resolve most complaints to the satisfaction of the tenant.

Our Complaints Annual Report is published on our website. This gives information about the complaints we received and how we intend to learn from them.

CONTACT US

Call our Customer Services Team:
Telephone: 01827 715341 (8.30am to 5pm Monday to Friday)
Out of hours emergency repairs: 01827 715341
Email: housingservices@northwarks.gov.uk
Website: www.northwarks.gov.uk

Report a complaint:
complaintsandcompliments@northwarks.gov.uk
Write to: Housing Division, North Warwickshire Borough
Council, South Street, Atherstone, Warwickshire, CV9 1DE