

Tenant and Leaseholder Annual Report 2022/23


Introduction


This annual report is about feeding back to you on our performance, and being transparent about how we are managing and improving social housing. It sets out what the council has been doing in relation to the management and maintenance of your home and the area in which you live.

With approximately 13,000 homes to manage, the council is committed to delivering a good landlord service which is responsive to the needs of residents. I hope you will find this report informative and useful.


We welcome your views on the report and invite you to comment via:

 www.hillingdon.gov.uk/housing-report

 customerengagement@hillington.gov.uk

 01895 277038

Your comments will help us improve services and the content of this report in the future.

If an interpreter is needed, visit  www.hillingdon.gov.uk/housing-report for information.

Cllr Eddie Lavery,
Cabinet Member for Residents' Services



Being safe in your home

More than **8,000** properties have had CO2 and smoke detectors fitted, along with fire rated consumer units.



At March 2023,
99.21%
of council homes
had a valid gas
safety certificate.

4 warden call systems have been upgraded at Kelf Grove, Langworth Drive and The Buntings sheltered housing schemes, and at Triscott House extra-care housing.

HELP



Passenger lifts have been replaced at Fairlie House, Peter Fagan House and The Gouldings.

CCTV

The council has continued to improve its CCTV infrastructure.



Additional cameras have been installed on main arterial routes as well as in town centres and they are proving invaluable in keeping residents safe and deterring crime, anti-social behaviour and fly-tipping.

Hillingdon is the second largest London borough, covering 42.6 square miles and it has many areas that require CCTV monitoring, such as car parks, green spaces, libraries, social care and housing sites.

In addition to open space and town cameras, the CCTV room monitors several cameras used to specifically identify, detect and prosecute those involved in fly-tipping. Fly-tipping is an abhorrent activity which we take seriously and fine anyone caught doing it.

CCTV has also recently been installed in several housing locations across the borough, enabling residents to feel safer in their homes. Cameras are only installed in communal areas and deter those involved in anti-social behaviour and other criminal activity.



Good quality homes and neighbourhoods to live in

Caretaking



The council's caretaking team consists of **40** caretakers and **2** supervisors.

They have 15 vans and 2 lumber trucks used for fly-tips, estate and site clearances, tower block safety and removal of fire hazard materials from housing stock and land.

Within the staff there are **2** specialised cleaning teams for uplift work and deep cleans within blocks and sheltered housing schemes.

In the 21 sheltered housing schemes, there are teams who

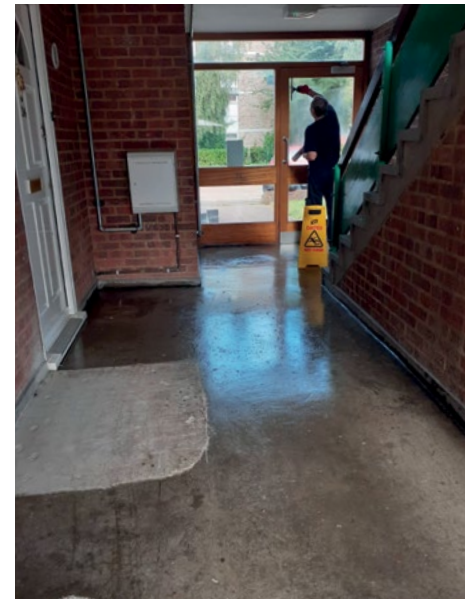
work to keep the units up to a good visual standard.

Within the service there are **9** mobile caretaking teams that visit on a weekly schedule.

There are **9** large estates with caretakers on site Monday to Friday (static caretakers).

Caretaking duties include:

- sweeping and mopping communal stairs, landings and entrances
- removing cob webs, dusting railings and cleaning internal windows and entrances
- cleaning bin rooms/chute rooms and disinfecting these areas
- removing materials which are a fire hazard

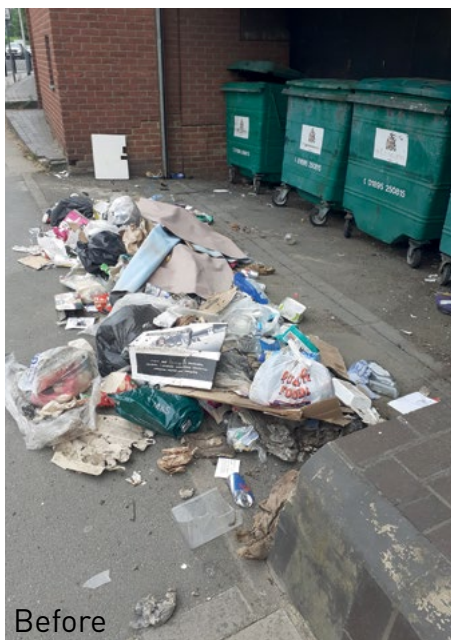


- cleaning all lifts, floors and doors
- removing weeds, litter picking and clearing leaves.

There is a response team to remove dangerous/hazardous materials, such as drug paraphernalia and sharps, within the hour.

There is also programmed work including:

- carpet and upholstery cleaning
- floor care work – stripping, polishing and buffing floors of communal areas.



Sheltered housing schemes

The council arranged for a Malibu adapted bath to be installed in the communal bathroom at Roberts Close to benefit residents living there.



Housing Enforcement and Domestic Abuse

Number of domestic abuse victims supported	56
Number of tenancies sustained	331
Number of formal/legal actions secured	177
Number of cuckooing cases referred	42
Number of closure orders	1
Number of cases accepted into the service (April 2022 to March 2023)	315
Number of cases closed	389

How your landlord is performing

Downsizing

The total number of applicants that downsized in 2022/23 was **60**.

Income collection

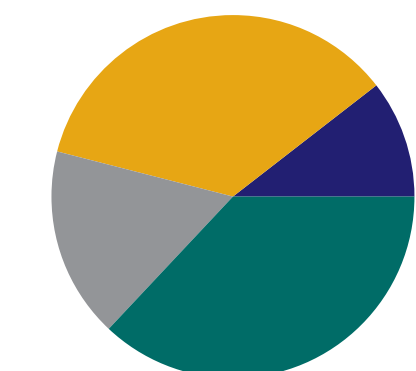
Local authority rent arrears 2022/23	All dwellings
Current tenants' cumulative arrears of rent (excluding arrears of council tax, water rates and heating/service charges)	£2,585,901.60
Former tenants' cumulative arrears of rent (excluding arrears of council tax, water rates and heating/service charges)	£1,270,238.24
Rent arrears written off in the Housing Revenue Account (HRA)	£54,389.82
Total value of rent roll	£70,490,094.00
Rent reductions and refunds	£529,069.69
Rent loss on void dwellings	£632,543.30
Rent income to HRA (i.e. total rent collectable)	£68,375,391.18
Total cumulative arrears as a percentage of rent roll	4.8%
Rent collection rate	97%

Finance

HRA balances as at 31 March 2023	£m
HRA general balances	15.19
Major repairs reserve	2.05
Total HRA balances	17.24

HRA capital expenditure	£m	%
Major projects - new builds and acquisitions	46.72	74
Works to stock on existing properties	16.04	26
Total	62.76	

2022/23 HRA Capital Funding



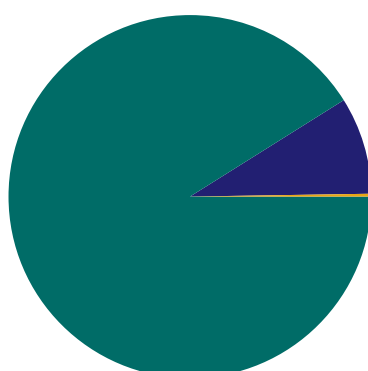
Capital Receipts
£6.63m (10.5%)

Capital Grants and Contributions
£22.33m (35.5%)

Borrowing
£10.67m (17%)

Major Repairs Reserve
£23.14m (37%)

2022/23 HRA Income



Rental Income
£61.58m (91.1%)

Tenants and Leaseholders Service Charges
£5.86m (8.7%)

HRA Reserves
£0.17m (0.25%)



Call centre call handling figures for 2022/23

Service Area: Housing Needs

Contact reason	Incident count
HN CW - Updating case file for case worker	6,049
HN LO - Housing Register query	1,818
HN GI - Customer terminated the call	1,704
HN GI - Office address/ email address	1,418
HN GI - Signposted to named organisation	1,376

Service Area: Housing Tenancy and Estates Services

Contact reason	Incident count
TS - TNT Payments by card	2,534
TS - TNT Rent account balance query	2,465
TS - Info for Housing Officer	1,796
TS - Telephone call back request	1,001
TS - Contact centre resolved - no action required	575

Service Area: Housing Repairs

Contact reason	Incident count
RE - Contractors	5,526
RE - Plumbing - New request	4,889
RE - Tenants responsibility	2,213
RE - Carpentry - New request	2,169
RE - Electrical - New request	1,864





Repairs

During 2022/23 we received **36,802** repair requests.



Of these, **9,337** were emergency repairs.

Target for turnaround of emergency repairs is **4 to 24** hours.



Average turnaround time for emergency repairs was **10 hours, 45 minutes**.

The remaining **27,465** were routine repairs.



Target for turnaround of routine repairs is **10 to 90** working days.

Average turnaround time for routine repairs was **17 days**.



94% of repairs were completed first time.

Average cost of repairs was **£85.95** per works order.

Satisfaction rate for repairs was **95%** positive.*

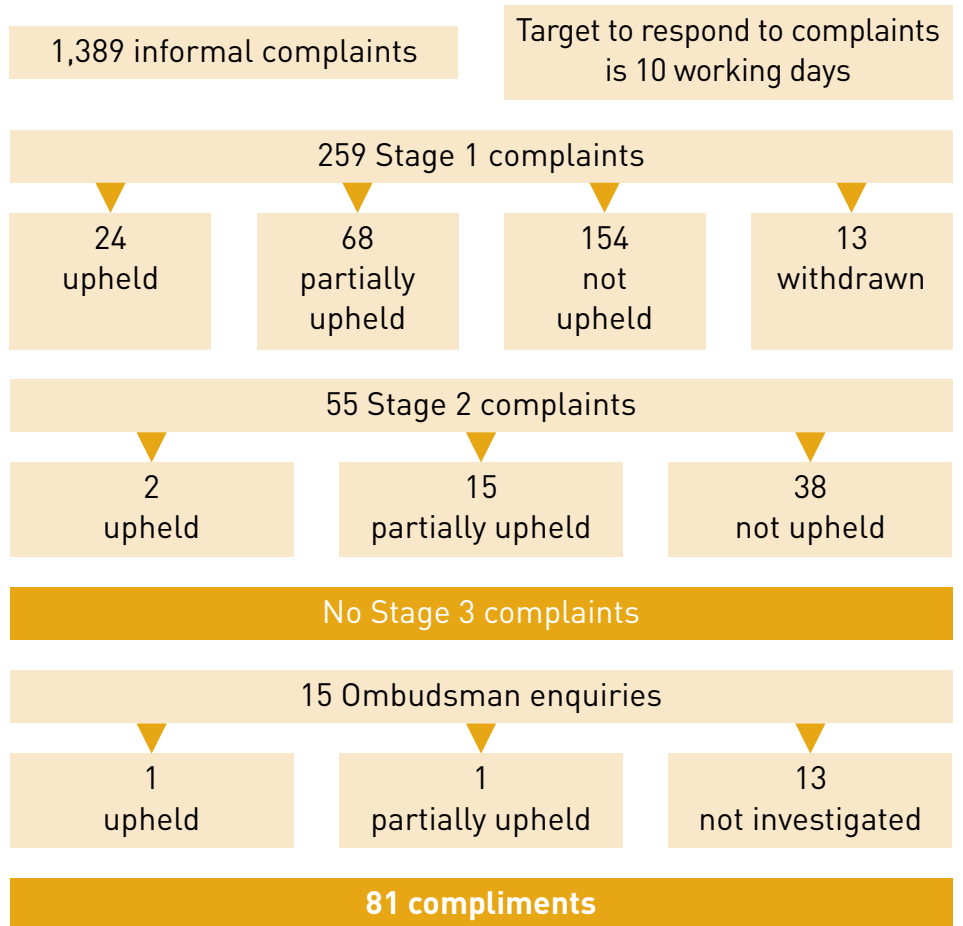


*Data from transactional surveys on works that were completed.

Produced by Hillingdon Council

Compliments and complaints

Housing-related complaints in 2022/23 related to homelessness prevention, repairs including heating, programme and asset management, and tenancy services.



Welfare reform and tenancy support

The Welfare Reform and Tenancy Support team supports new residents with resettlement and tenancy sustainment. The team is made up of nine officers.

In 2022/23, the team received more than **900** referrals.

The team successfully supported more than **753** households with tenancy sustainment advice.

220 new Hillingdon Council residents were supported with resettlement. This includes help with claiming DWP benefits (such as Universal Credit and Housing Benefit), setting up utilities and applying for a grant to help furnish their new home.

Hillingdon residents were helped with budgeting, managing debt and their rent arrears by applying for a Discretionary Housing Payment grant.



The Household Support Grant funded the following between October 2022 and March 2023:

- White goods requests from Housing **£18,590**
- Applications from Housing **£42,176**
- White goods requests for void properties **£30,000**
- Homeless starter packs **£6,500**

In total £97,266