



# Annual Report to Tenants 2022-2023

## Introduction

Welcome to our 2022/23 Annual Report to Tenants.

The Regulator for Social Housing requires social landlords to produce an annual report demonstrating how they are offering high standards in terms of consumer standards relating to:

- Your home
- Your tenancy
- Your neighborhood and community
- Tenant involvement
- Tenant Satisfaction

This year we are conducting a Tenant Survey that will enable us to provide tenant satisfaction information in 2024.

Below highlights some of the work we have been doing throughout the year to ensure your homes and communities are better for Rugby;

## Home

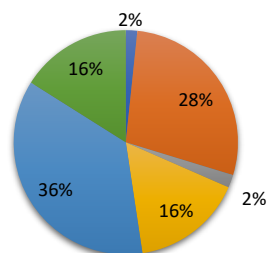
During 2022/23 we invested £1.5M on works to improve your homes.

The key highlights for 2022/23 were the investment of:

- £550,000 on boiler replacements.
- £425,000 on bathroom works.
- £25,000 to complete electrical inspection reports.
- £243,000 on adaptations to properties.
- £28,000 to externally decorate properties.
- £243,000 on new kitchens.

### Investment in 2022/23

■ Electrical Inspection Reports   ■ Bathroom Upgrades   ■ Decorate Properties Externally  
■ Adaptations   ■ Boiler Swaps   ■ New Kitchens



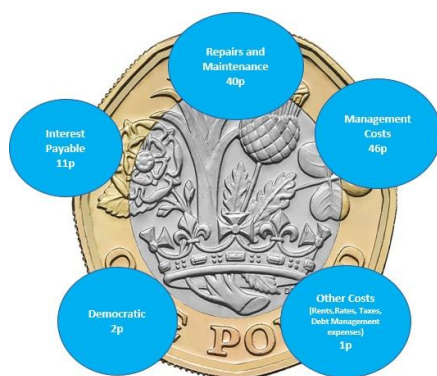
- During the 2022/23 year, our repairs and maintenance team have completed 5,775 responsive repairs jobs on our properties.
- The total cost for these repair jobs is £1,198,322.
- During the same period, there were also a total of 287 repairs jobs done on empty properties to bring them back into use.
- The total cost of these repairs came to £783,358.
- 99% of homes have had required gas safety checks.
- 99% of homes have had all necessary electrical checks.
- 100% of homes have met the Decent Homes Standards.
- 98% of our homes have had the necessary fire safety assessments.

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## Tenancy

- Throughout 2022/23 there were an average of 495 people on our waiting list at any given time.
- The average time a property remained empty was 78 days
- We worked with several housing associations, who completed 212 new affordable homes in the borough.
- We bought 4 new homes to help in meeting needs.
- We successfully allocated 253 properties to new tenants
- We were successful in accessing £14,694.92 of Discretionary Housing Payment budget to support our tenants with their rent payments.
- We launched the White Goods Scheme and provided 76 households across the borough with support.

Illustrated below, is the breakdown of how every pound was spent in 2022/23:



## **Neighbourhood & Community**

- We have investigated 140 reports of neighbour nuisance and anti-social behaviour incidents.
- We conducted 37 walkabouts of our estates to engage with residents.
- We conducted 2 evictions from our properties.

## **Tenant Involvement and Empowerment**

- We produced our Tenants Annual Report for 2022/23.
- We produced a refreshed Lettable Standard for our properties.
- We reviewed our complaints policy to ensure it complied with the Housing Ombudsman's Complaint Handling Code.
- We reestablished our Tenants Panel, one of the ways that our tenants can scrutinise our performance. We held two face to face meetings in December 2022 and February 2023 at which we reviewed the Tenants Annual Report for the previous year and scrutinised our proposed new Lettable Standard. Our Tenants Panel will take place quarterly in 2023/24 and will receive quarterly performance information and provide the opportunity to work with us to improve communications and service delivery.
- From September 2022 our Tenants Newsletter was sent out by email to over 1000 tenants each month. We are working towards having a paper newsletter sent out to all tenants twice a year, in addition to quarterly digital newsletters which will be circulated by email and available via our website.
- We completed 37 Estate Walkabouts; we have a programme of estate walkabouts that ensure we are out on each general needs patch twice a year and our Independent Living Schemes once per year.
- We had coffee mornings, bingo sessions, housing surgeries and scheme inspections in our Independent Living Schemes.
- In 2022/23 we continued to work with and support six community associations who deliver much needed services in their communities including the provision of community spaces and a range of activities designed to meet local needs and promote health and wellbeing, environmental sustainability and financial inclusion.

## **Help and Advice**

For further help and advice, the Council can be contacted in the following ways;

- Mail – Rugby Borough Council, Town Hall, Evreux Way, Rugby, CV21 2RR
- In person – Monday to Friday 9am – 4.30pm
- Phone – 01788 533 533
- Website – [www.rugby.gov.uk](http://www.rugby.gov.uk)