

Annual Report to Tenants 2017-18

How 2017-18 went

This has been a successful year. We have continued to deliver good value for money while charging the most competitive rents in Darlington. We have also been able to continue to build new Council housing this year and the number of new homes completed will increase further in this year. The level of demand for these properties is a clear indicator of the need for new housing.

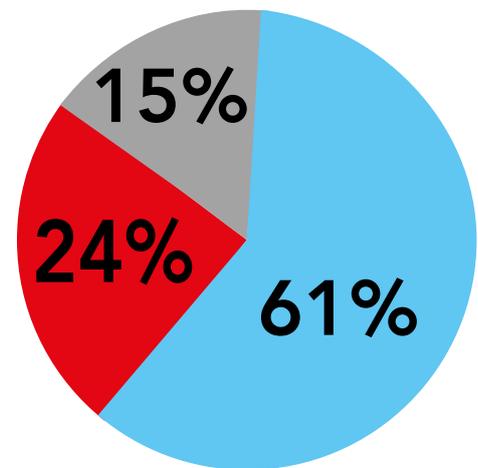
The work on the regeneration of Red Hall has seen demand for the area increase and we are seeing a more confident community emerging. We will continue to work this and other communities. An example of which is the development of a new play area in Cockerton that has been developed in consultation with the local community with further discussion taking place about a second phase of development.

The year ahead promises to be a busy year and we would like you to get involved in helping to shape our plans. You will find information on how to do this at the end of this report.

Councillor Andy Scott, Cabinet Member for Housing, Health and Partnerships

**There was a £25.7 million budget for Housing.
This is how we spent the money**

-  - Major improvements, new build, regeneration
-  - Management
-  - Repairs and Maintenance



The average cost per property for repairs and maintenance was £718.

Other unitary authorities in England spent on average £1074. We spend less because we focus on planned maintenance reducing the number of more expensive reactive repairs.

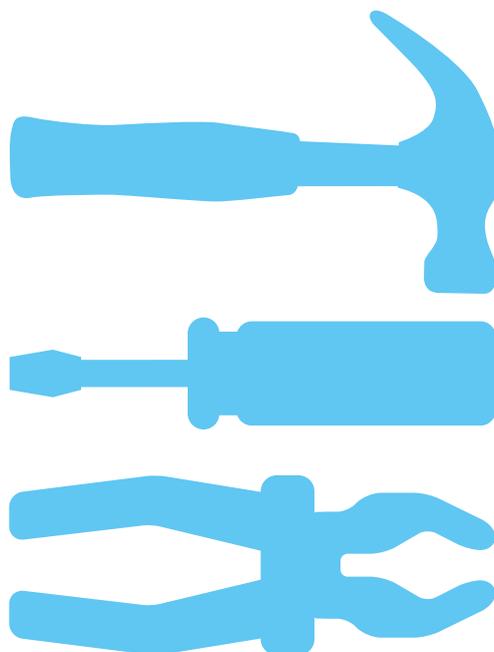
Did you know?

174 properties had adaptations such as flat floor showers and ramps carried out during 2017/18. These are carried out to help people with disabilities or illnesses to remain in their home.



Housing Investment Programme 2017/18

- ✓ Heating - £1,290,000
 - ✓ Structural - £198,000
 - ✓ Lifeline - £50,000
 - ✓ Repairs before painting - £100,000
 - ✓ Roofing - £450,000
 - ✓ Garages - £130,000
 - ✓ External Works - £1,498,000
 - ✓ Pavement Crossing - £25,000
 - ✓ Replacement Doors - £378,000
 - ✓ IPM Works (Kitchens and Bathrooms) - £1,800,000
 - ✓ Communal and Door Entry - £234,000
 - ✓ Smoke Detection - £150,000
- TOTAL - £6,303,000



Rent collected as a proportion of rents owed on Council dwellings *including arrears b/fwd 98.28%

	Social	Affordable
1 Bed	63.35	71.44
2 Bed	71.42	81.95
3 Bed	79.59	90.49
4 Bed	85.27	93.55

Average Social Rent £71.09

Average Affordable Rent £78.88

Average Affordable Rent for other Social Housing Providers in the North East £96.74

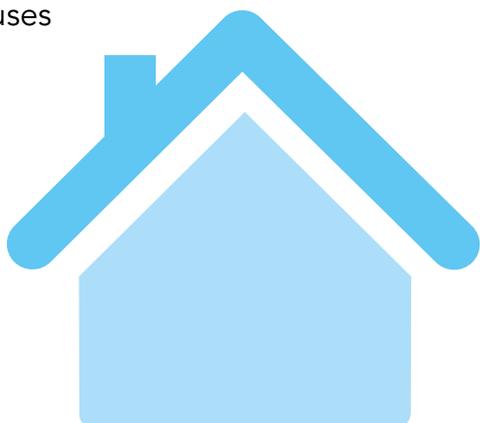
In 2017/18 we built 38 new properties to life time standards:

Anfield and Aintree Court, Redhall

8 x 2 bed flats and 11 family homes

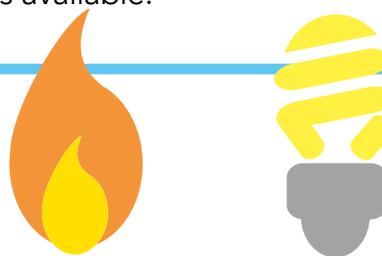
Sherborne Close, Branksome

12 x 2 bed flats & 6 x 3 bed family houses



Energy Efficiency

All our new boilers are "A" rated and they are the most energy efficient boilers available.



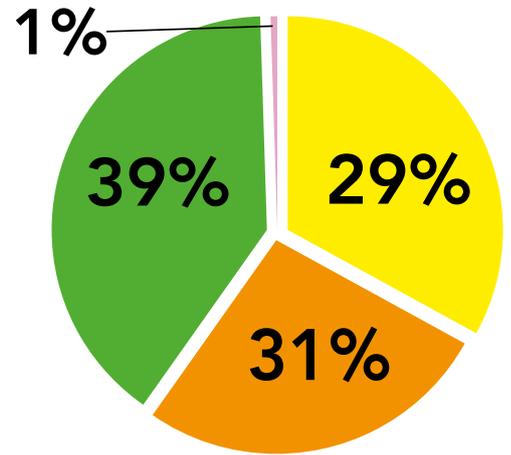
The average time to let a property was 19.6 days this compares with an average letting time for other Local Authorities of 31 days. This is an exceptional performance.



There were 36 evictions during 2017/18. All were for rent arrears. This is an increase on 2016-17 when 29 evictions took place.

Housing Management

The Council have 5336 properties to rent. The total stock rose by 46 homes.



Did you know?

We let **687** properties in 2016/17

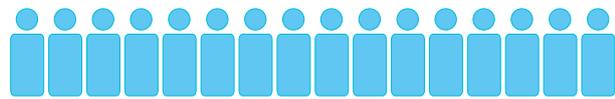
248 were let to existing tenants

439 were let to new tenants

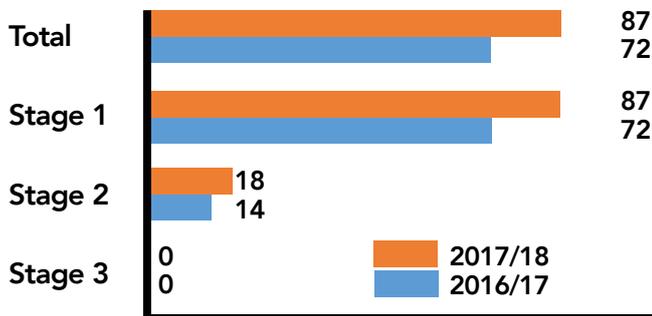


Number of people registered on the waiting list: **1577** Last year: 1540

The waiting list has fluctuated around 1600 for over 10 years



Complaints



Complaints were down in 2017/18 and for the second year none needed to go to a Complaints Panel. Baring in mind the scale of the services being provided the number of complaints being received is remarkably low.

Customer Engagement

The Tenant's Scrutiny Panel completed a review of the sign up process for starting a new tenancy. They made seven recommendations for change and all were adopted by the Council.

In October 2017 members of the Tenants Panel's attended a meeting with the Housing Minister to share their views on the role of tenants in managing housing



Looking forward to 2018/19

What we will do

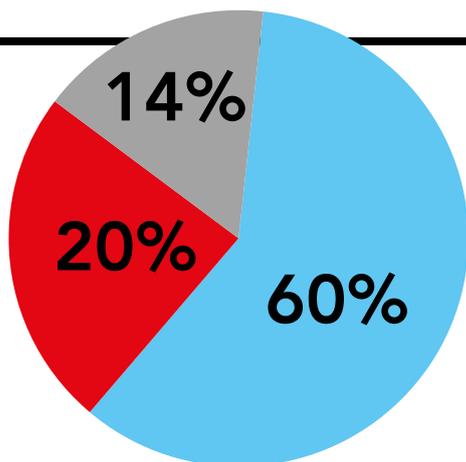
Expenditure for 2018/19.

Budget £23.4million

 - Major improvements, new build, regeneration

 - Management

 - Repairs and Maintenance

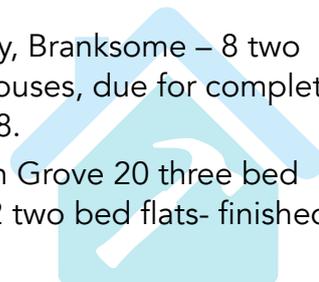


In 2018/19 we will complete 78 new properties.

(a) Jedburgh Drive, Branksome – 8 two bed roomed apartments, finished in May 2018.

(b) Whitby Way, Branksome – 8 two bed roomed houses, due for completion in August 2018.

(c) Earl Carlson Grove 20 three bed houses and 42 two bed flats- finished in June 2018



Rent 2018/19

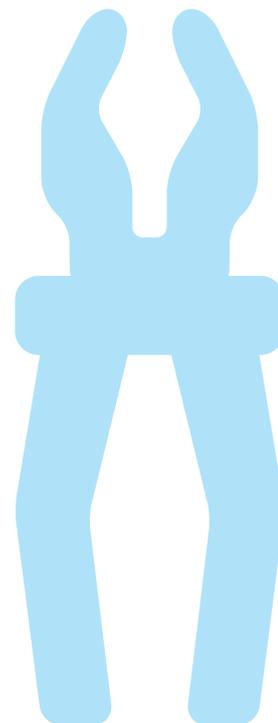
	Social	Affordable
 1 Bed	64.13	75.31
 2 Bed	72.20	83.69
 3 Bed	80.31	90.65
 4 Bed	87.14	100.72

Average Social Rent £70.88

Average Affordable Rent £81.72

The Housing Investment Programme for 2018/19 is as below:

Heating	£1,280,000
Structural	£500,000
Lifeline	£50,000
Repairs before painting	£100,000
Roofing	£700,000
Garages	£75,000
External Works	£500,000
Pavement Crossing	£32,000
Replacement Doors	£350,000
IPM Works (Kitchens and Bathrooms)	£1,800,000
Communal and Door Entry	£100,000
Smoke Detection	£50,000
Window Replacement	£500,000
Adaptations & Lifts	£200,000
TOTAL	£6,237,000



If you have any comments or are interested in getting involved in how we run housing contacts us: Tele: 405333 or Email: customerengagement@darlington.gov.uk