

Bristol City Council Annual Report for Tenants and Leaseholders

April 2019 - March 2020



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Welcome



*Cllr Helen Godwin,
Cabinet Member for
Homes, Women
and Families*

Welcome to the Housing and Landlord Services annual report for tenants and leaseholders.

Here we share information about our performance in the last financial year between April 2019 and March 2020.

Last year we carried out a large scale resident survey, asking you what matters most about the services we provide. More

than 3,000 of you responded to let us know your thoughts. You can view the full survey results here: [full survey results](#).

The survey showed that you have six clear priorities, which we are using to help improve how

services are delivered in the future. You were clear that you want us to:

- be more visible in your local area
- listen to what residents say
- make it easier to contact us
- keep our promises
- tackle crime and anti-social behaviour
- improve the security and appearance of our homes/estates

We are currently redesigning our services as part of our Moving Forward Together programme. This includes finding ways to make it easier for residents to contact us and setting new service standards.

New homes

We have now built 149 new council homes through our 'New Build Housing Programme' which began in 2014. This includes 47 homes completed during 2019-20, most on two schemes in Henbury and Broomhill. We are currently working on our largest site to date, Ashton Rise. We're working with Willmott Dixon to deliver 133 homes - 53 council units and 80 for private sale. The flagship development is the first time we have built homes for sale on the private market. The proceeds from the private sales will be reinvested to support funding the construction of the 53 new council homes. This year we also submitted plans to build almost 400 new affordable homes - the majority of which will be council housing.

Planning applications were submitted for nine sites in North Bristol. Lockleaze is set for the biggest transformation with over 260 homes planned for sites at Bonnington Walk, Muller Road and Branwhite Close.

As well as building homes, we are also looking at other options - including converting

properties and buying homes directly from developers - to increase our housing supply. Over the next five years we have aspirations to secure over 1,000 new homes.

You can read more here: [new council homes](#)



Ashton Rise - our largest site to date

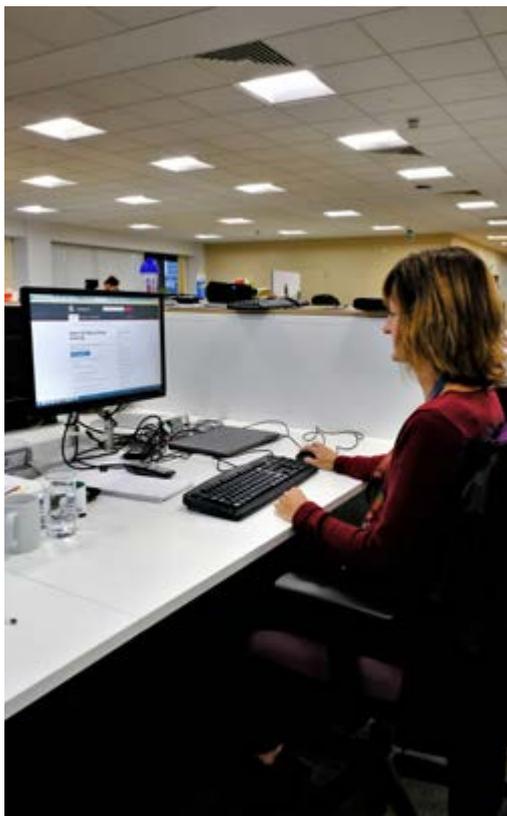
Managing tenancies

As of April 2020

 We manage **28,562** rented and leased homes across Bristol.

 We have **30,802** tenants and **2,172** leaseholders.

 In total, we estimate around **64,000** people live in the homes we manage. This is about **14%** of Bristol's population.



- **1,468** empty properties were let.
- We built **47** new homes for social renting.
- On average, from receiving the keys back to issuing keys to the new tenant it took us **50** days to re-let a standard empty property (where no major repairs such as installing a new kitchen were needed). (2018-19: **67 days**). Average for other large social landlords¹: **34 days**.
- On March 31 we had **248** empty properties intended for re-let. (2018-19 **329**).
- **92%** of new tenants felt they had a successful start to their new tenancy. (2018-19: **89%**)
- **96%** of new tenancies lasted longer than one year. (2018-19: **94%**)
- We gave extra support to **32** households to help them downsize their home.



Dealing with anti-social behaviour (ASB)

- We responded to **2,018** cases of ASB, working in partnership with the police, support agencies and mediators.
- **103** of these cases were hate crime cases. We work closely with Stand Against Racism and Inequality (SARI) to support those affected and tackle illegal and offensive behaviour.
- **57%** of tenants were satisfied with the way their ASB complaint was dealt with. (2018-19: **52%**). Average for other large social landlords: **67%**.
- **1,604** new possible cases of breach of tenancy conditions were reported to us (for example leaving homes/gardens in poor condition or having unsuitable pets).
- **370** cases of possible tenancy fraud were investigated, resulting in **32** homes being recovered.

¹Landlords with over 20,000 properties

Managing tenancies continued...

Clean and safe - Improving communal spaces

- Around **8,500** homes (tenants and leaseholders) receive a caretaking service.
- **97%** of site inspections we carried out judged our cleaning as satisfactory. 85% of inspections found the standard of cleaning to be high. (2018-19: **96%** and **86%**)



Neighbourhood Satisfaction

- Average satisfaction score for 'Your neighbourhood as a place to live': **7.1/10**
- Average satisfaction score for 'Safety and security of your home': **7.1/10**

Estate Safety Project

Last summer we began working with residents in four multi-storey blocks on a pilot to try and tackle anti-social behaviour. Carolina House, Fremantle House, Middleford House and Millmead House were chosen for the project which aims to try different approaches to the management of tenancies in multi-storey flats.

It also aims to reduce anti-social behaviour in the communal areas. Residents and leaseholders have been part of a steering group which has been overseeing the work of the project. Although the Coronavirus pandemic in March this year meant we had to change the way we were working, we still managed to:

- Develop block action plans
- Hold drop in sessions with housing officers and police community support officers
- Introduce security patrols
- Change door entry codes and install new external and internal lighting
- Remove graffiti and clear rubbish
- Communicate effectively to residents through text message.

As we work with residents on Moving Forward Together and the re-design of how we deliver our services, estate safety and security will continue to remain a priority.



Carolina House: before and after clean up of communal area



Repairs and improving your home

Repairs



- **94%** were satisfied with how we dealt with their repair. (2018-19: **94%**) Average for other large social landlords: **92%**
- **94%** were satisfied they could book a convenient appointment time for a repair. (2018-19: **96%**)
- **88%** of appointments were kept. (2018-19: **88%**)
- **87%** of repairs were completed in one visit. (2018-19: **83%**)
- The average time to complete a standard repair (for our workforce) was **13** working days. (2018-19: **9.5 days**)
- **95%** of new tenants were satisfied with the quality of their new home. (2018-19: **95%**)



Improving your home



- **93.8%** of our homes met the government's Decent Homes Standard (2018-19: **95.7%**)
- **895** new boilers and/ or heating systems were installed.
- **2,269** homes had their exteriors repaired and/or painted.
- **747** new kitchens were installed.
- **99.7%** of properties with working gas supply had a gas safety check in the last year. (2018-19: **99.0%**). Average for other large social landlords: **99.9%**
- **95%** of tenants who responded to us were satisfied with planned works done to their home. (2018-19: **98%**)
- Average satisfaction score for 'Overall quality of your home': **7.3/10**



New housing Richeson Close, Henbury

Rent management and finance

There is no funding from the rest of the council or central government to cover the cost of managing, maintaining and improving council housing. Most of our money comes from the rents and service charges we receive from you. This can only be spent on Bristol City Council homes and related services.

Rent management

14% of tenants had more than seven week's arrears. (2018-19: **12%**)

Our Welfare Rights and Money Advice team helped our tenants to access over **£1.3 million** in one off lump sum benefit payments and **£5.4 million** ongoing annual benefit income

Average Satisfaction Score for 'Rent providing value for money': **8.1/10**



What we spent:

- Repairs and maintenance: £32.3m
- Managing tenancies: £28.9m
- Improvements to existing housing stock: £25.7m
- Managing our debt: £11.5m
- Special services (e.g. caretaking, services to older people): £9.2m
- New builds and acquisitions: £21m
- Other: £2.5m
- **Total: £131.1m**

After four years where we reduced our rents by 1% each year, we increased our rents by 2.7% at the beginning of April 2020. This will enable us to improve our services to you and also help build new homes.

Understanding and responding to your needs

Adaptations and services for older people

- The Services to Older People team responded to 981 emergency call-outs from elderly or vulnerable tenants.
- **81%** of response teams arrived within their 30 minute target. (2018-19: 88%)
- **542** major adaptations were made to tenants' homes to help them live independently.

What tenants and leaseholders think about housing services

In 2019 we conducted a survey to find out what you thought about our homes and services. We asked what was most important to you, and how we could improve. We received a great response, with 3,233 surveys completed. Thank you to everyone who took the time to share their experiences with us. Here are some of our key findings:

Residents are most satisfied with:

- Your rent provides value for money **8.1/10**
- Being treated fairly as a resident **8.8/10**
- Overall quality of your home **7.3/10**

Residents are least satisfied with:

- Our visibility with your local area **5.3/10**
- We listen to your views and act upon them **6.0/10**
- Dealing with anti-social behaviour **6.1/10**

The top three important factors for residents were:

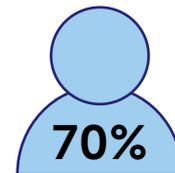
- Overall quality of your home **8.9/10**
- Being treated fairly as a resident **8.8/10**
- Your rent provides value for money **8.8/10**

As a result of this survey, we identified six key resident priorities, as outlined on page 1.

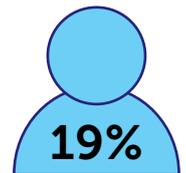
This year, our Moving Forward Together programme has brought together colleagues and residents to look at making changes to the way we work, to put those resident priorities at the heart of everything we do.

We're also using research into the housing needs of older and disabled people, and BAME communities in Bristol to ensure that equality and diversity are central to how we deliver services. You can read more about our Moving Forward Together by visiting: [moving forward together](#).

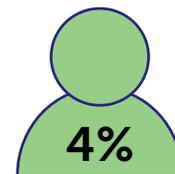
Council tenants represent **14%** of Bristol's population. They are a diverse range of people and reflect the diversity of our city:



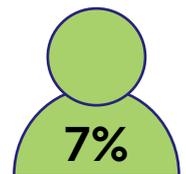
of tenants are White British



of tenants are Black, Asian or other Minority Ethnic



White other



Unknown / prefer not to say

- **24%** of our tenants are aged 65+



- **29%** of tenants have told us they have at least one disability



Contact us



- We received **252,811** calls last year.
- **88%** were answered (2018-19: **85%**)
- The average wait for a call to be answered was **4 min 32s** (2018-19: **2 min 29s**)



You can access many of our services anytime quickly online, including:

- View your rent account balance
- Make a rent payment online
- Apply for a mutual exchange, a parking permit and much more!
- Go to: [council housing](#)

Get Involved

The **Housing Scrutiny Panel** lets council tenants and leaseholders have a say and influence services that relate to the management of their homes. The panel are a small group of tenants and leaseholders who work as a team to improve services for all council tenants and leaseholders.

For more information visit:

[housing scrutiny panel](#)

If you're interested in getting involved visit:

[tenant participation form](#)

Useful Contacts

Caretaking

Visit: [caretaking](#)

Complaints or feedback

Visit: [complaints or feedback](#)

Email: [complaints or feedback](#)

Tel: **0117 922 2723**
(Monday to Friday, 10am to 4pm)

Emergency repairs

Please call the Emergency Control Centre:

8.30am to 6pm (office hours):
Tel: **0117 922 2200** (option 1)

6pm to 8.30am (out of hours):
Tel: **0117 922 2050**

Textphone: **0117 922 3892**

Estate management

Visit: [council tenants](#)
Tel: **0117 922 2200** (Option 4)

Housing benefit and council tax reduction

Visit: [benefits](#)

Report repairs

Visit: [report a repair](#)
Tel: **0117 922 2200** (option 1)

Rents and housing payments

Visit: [pay rent](#)
If you are struggling to pay, call: **0117 922 2200** (Option 3)
(Monday to Friday, 8.30am to 6pm)

Manage your tenancy online
Visit: [tenant account](#)

Smell gas?

Report gas immediately to National Grid Gas Emergency Service. Tel: **0800 111 999**

Tenants energy advice

Visit: [Bristol tenant energy advice](#)

Tenant service online

View your rent account balance, make a payment or request services

Visit: [council housing](#)

If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text, please contact: 0117 352 5935



Bristol Council Housing
www.bristol.gov.uk/councilhousing