



**Oadby & Wigston**  
BOROUGH COUNCIL



# Tenant and Leaseholders Annual Report 2021-22

# We are pleased to be able to welcome you to our 2021/2022 annual report.

In what has been another challenging year, we are immensely proud of everything that our Housing Service has achieved to improve services for our tenants, keep them safe and support some of the most vulnerable in our society.

We would like to thank all our staff who work so hard to help us achieve our vision for housing:

‘To provide a high quality housing in sustainable locations that meets local community. All housing will be ‘fit for purpose’, promote healthy living conditions, be affordable and support creation of safe, clean and attractive places in which to live, work and visit’

We look forward to the year ahead with optimism for the future of the Borough. We will build on the achievements of this past year to not only to return services to the standards expected before the pandemic, but to improve them, learning the lessons of the past year to work smarter and more efficiently. Through it all we will keep tenants and leaseholders at the heart of everything we do.

Oadby & Wigston Borough Council remains committed to providing a decent, secure and affordable home to all residents to enable them to live full, prosperous and happy lives.

We hope that like us, you enjoy reading the report.



Anne Court – Chief Executive



Cllr. John Boyce – Leader of the Council



# Tenant and Leaseholders Annual Report

This report will tell you what we have achieved and how we have performed in the five key standards that have been set out by Homes England – the Regulator of Social Housing that we as a housing provider must comply with. These five standards are:



## • Tenancy Standard

How we allocate our properties and support our tenants



## • Home Standard

How we maintain your home



## • Tenant Involvement and Empowerment Standard

How we should communicate with and involve tenants in developing and delivering services



## • Neighbourhood and Community Standard

How we should work with other agencies to manage estates and tackle anti-social behaviour



## • Value for Money Standard

How we spend your rent money

The report deals with the 12 months between the beginning of April 2021 and the end of March 2022. We hope that you find this report informative and that it gives you a greater insight into the work that we do for the benefit of all our tenants.

# Council home information



Oadby & Wigston Borough Council provides homes and services to 1,198 tenants. Our housing stock consists of:

Housing Stock	Bedrooms	Number
General needs bedsit		24
General needs bungalow	1 bed	106
	2 bed	44
General needs flats	1 bed	105
	2 bed	152
	3 bed	7
General needs maisonettes	3 bed	106
General need houses	2 bed	116
	3 bed	348
	4 bed	7
	4 + bed	9
Flats	1 bed	79
Sheltered	2 bed	41
Sheltered housing bedsit		20
Sheltered housing bungalow	1 bed	27
	2 bed	7



# Managing the waiting list



Demand for social housing continues to massively outstrip supply, and homelessness continues to rise.

Last year **203** households joined the Housing Register, and as of April 2022 there were a total of **706** households on the Housing Register. Over the course of the year we let homes to **98** of households from the Housing Register within the borough through a combination of Council and Registered Provider accommodation that became available.

## Voids



As part of the Tenancy Standard we are required to minimise the time that properties are empty between each letting.

Properties are advertised at the earliest opportunity to enable us to start the allocation process without delay. In the last year **67** Council properties became available for re-letting.

Void management performance was hindered by the periodic restrictions as a result of Covid as this impacted on arranging viewings, managing repairs and upgrades etc. Our average void time for all properties was **50** days.

Total cost of repairs to void properties was **£388,000**, and in total we lost approximately **£38,000** in rental loss through voids.

# Tenant Involvement and Empowerment

Want to keep up with what's going on in your borough?



You can now sign up for email updates at:

[www.oadby-wigston.gov.uk/subscribe](http://www.oadby-wigston.gov.uk/subscribe)

Choose the topics YOU want to hear about

- Council news
- What's on and events
- Waste and recycling
- Community & voluntary
- Business news
- Consultations
- Health and wellbeing
- News for council tenants

Receive news updates and info straight to your inbox!



An area we want to focus on in the upcoming year is around setting up a Tenants Panel so that you are able to monitor our performance and help us to improve our services to be sure that they are right for the people who need them. We want you to shape the services that we deliver.

We need you to tell us what your needs are. We will actively seek your views, our satisfaction surveys will provide you with the opportunity to tell us how satisfied you are and whether changes need to be made to how we deliver a service. If you highlight a significant issue we will address it immediately.

We will always seek your views on any significant service, policy changes or plan a scheme which will affect your local community and provide you with feedback.

You can also take part in events we organise throughout the year within your local area to enable you to make your views known.

Our new email subscription service also has a tenant-specific topic that our tenants can sign up to. This allows us to get news and information out to you quickly and effectively.

We are currently looking to establish a Tenants Panel. We would like our Tenants Panel to meet every two months to discuss and provide direction on housing and area-based issues. We will help cover your travel expenses for each meeting attended. By becoming a member of the Tenants Panel, you will be able to:

- have a bigger say in what happens where you live
- check on how well housing services are being delivered
- act as a consultative body in council housing policy, strategy, estate management and maintenance issues
- provide feedback to help improve our housing services

If you would like more information on or are interested in joining our new Tenants Panel please email:

[tenantspanel@oadby-wigston.gov.uk](mailto:tenantspanel@oadby-wigston.gov.uk).

We are pleased to announce that we have joined the Tenant Participation Advisory Service for 2022/23. You can register for a Tpas account and learn more about the benefits for membership by visiting:

[www.oadby-wigston.gov.uk/tpasregister](http://www.oadby-wigston.gov.uk/tpasregister)





# Compliments

We welcome feedback in all forms, and we are happy to say that last year we received **19** compliments which referred to the following services:



- Repairs & Maintenance Service: **15**
- Housing Options Service: **7**

Some of the words our tenants described our services within these compliments were:

- Being helpful, pleasant and polite
- Being professional, caring and communicating effectively
- Delivering a high standard of repairs
- Feeling valued

# Complaints

We want to provide the best possible services to you. To help us achieve this, we will listen and be responsive to your feedback.

The total number of Housing complaints received last year was **46** and referred to the following services:



- Repairs & Maintenance Service: **21**
- Housing Options Service: **5**
- Housing 'Other': **20**

Of these **46** complaints, **27** were found to be justified, and **19** not justified.

It's ok to complain! Whilst we aim to provide you with an excellent service we know there are occasions when we don't get things right first time or you think we could have done things differently. It's really important you tell us if you're not happy with our service so we can learn from any mistakes and try to put things right. It's always best to put complaints in writing as that helps us to understand exactly what the problem is.

When you complain we'll make sure we respond to you within 10 working days. If you have access to the internet, you may find it easiest to complete the complaints form on our website.

# Decent Neighbourhoods



The Council is committed to improving estates and neighbourhoods across the borough. We therefore continually, work with local residents, tenants and councillors to create a better environment in our neighbourhoods for tenants, residents and local communities.

Our Caretaking & Cleaning Team actively identify key issues in our neighbourhoods and work closely with the relevant service areas and the local community to improve these. The team will be displaying contact details for their caretakers & cleaners within relevant blocks so that they are more accessible to our tenants and enable them to tackle problems swiftly.

Over the last year, we have held various 'Clean Up' style events at:

- Junction Road
- Boulter Crescent
- Elizabeth Court

The impact and feedback we have received from tenants and residents has been positive.



We have also completed several estate 'Litter Pick' style events in collaboration with Active Oadby & Wigston and the children of Wigston Academy.

We spent approximately **£190,000** in 2021-22 in cleaning and maintaining communal areas & blocks. This cost were apportioned to salaries for the cleaning service, plus the cost of materials, cleaning equipment and specialist services.



# Responsive repairs

In total, we completed approximately **2,717** responsive repairs to our properties in the last 12 months. A responsive repair is any work required to something that is already present within or around the property, for example the replacement of a tap or a faulty lock.



Our target times to respond to repairs are:

- Emergency - to attend and make safe within 4 hours
- Urgent – 5 working days
- Routine – 25 working days

Over the last year, we spent approximately:

- **£47,000** on plumbing repairs
- **£91,000** on electrical repairs
- **£55,000** on miscellaneous repairs
- **£71,000** on joinery repairs

# Improving your homes

The Council is committed to maintaining and improving our housing stock through planned maintenance and improvement programmes.

Over the last 12 months we have upgraded:

**61** bathrooms

**28** wet rooms

**95** kitchens

**43** boilers

The average costs for the upgrades were:

**£3,600** for a bathroom

**£4,002** for a wet room

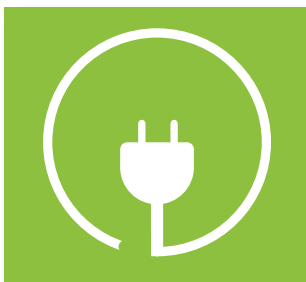
**£5,606** for a kitchen

**£2,104** for a boiler



Tenant satisfaction with these services have consistently remained above **90%**.

## Building Safety



We have **1,101** properties with gas appliances, and we service all gas appliances within a 10 monthly cycle to ensure the safety of our gas installations. In addition to this, we also pay for a breakdown and repair service.

The annual spend on gas servicing, repairs and breakdown cover is approximately **£201,000**.

We completed **146** Electrical Upgrades at a cost of approximately **£200,000**.

We spent approximately **£48,000** on Legionella Control and Asbestos Safety Work.

We have one building that is classified as a high rise building. However building safety and compliance in all our properties has been and will continue to be a priority for Oadby & Wigston Borough Council.

# Tackling ASB



We are committed to tackling anti-social behaviour (ASB) on our estates. We have developed a number of relationships with external partners in areas where we have higher levels of ASB. We accept that there are things that we can improve on and we are providing specialist ASB training to help coach and develop our tenancy and estate team to ensure serious cases are managed swiftly and effectively. In the last year we have:

- Had **75** cases of ASB reported
- Obtained **1** Injunction Order
- Executed **1** Eviction for ASB

The following is a breakdown of the nature of the 75 cases of anti-social behaviour we dealt with:

- **11** – Abusive language behaviour
- **11** - Drugs related
- **6** - Dog fouling
- **43** - Noise Nuisance
- **4** - Environmental nuisance

Please remember if you're being threatened in any way you should first contact the police and let your Housing Officer know. For all types of ASB, your Housing Officer can provide initial advice and also explain what steps we may decide to take.



# Rents



Your rent charges cover the cost of providing you with; a home, a tenancy, property management services and performing any repairs that the property requires. It is important that we collect all the rent that's owed so that we can continue to maintain your homes to a good standard, provide important services for those who are in need and to plan for future improvements.

We expected to collect approximately a total amount of **£4.9 million** in 2021-22 for housing rent. At the end of the year we were managing an arrears balance of over **£207,000**. Rent arrears can occur for a number of reasons:

- **Direct Debits/Standing Orders** – These are paid once a month however rent is applied to accounts on a weekly basis therefore tenants who pay by this method may appear to be in arrears until the payment is made
- **Universal Credit** - These payments are made in arrears therefore tenants in receipt of this benefit may appear to be in arrears until the benefit payment is made
- **Tenants Refuse** – There are a few cases where the tenant refused to repay arrears, in these circumstances we would look to seek a legal remedy to recover the arrears
- **Financial Hardship** – Where a household has encountered financial hardship they may fall into arrears however our Income Management Team always support tenants who are struggling financially by:
  - o setting up affordable payment plans for recovery of the arrears
  - o applying for Council Tax Support
  - o applying for Discretionary Housing Payments
  - o providing advice on how to claim Universal Credit
  - o requesting food parcels
  - o assisting with completing Household Support Fund forms

In 2021-22 no rental evictions were carried out.

The cost of living is rising and this could have a big impact on all aspects of your finances including energy bills, fuel, the cost of your weekly shop and your take home pay. We've put together lots of information and advice designed to ensure that you're getting all the help that you are entitled to.

You can view this at: [www.oadby-wigston.gov.uk/costofliving](http://www.oadby-wigston.gov.uk/costofliving)

# Leaseholders



We currently have **77** leaseholders, this includes **6** properties that were sold to tenants during 2021-22.

Our leaseholder service charges include - contribution towards repairs, upgrades, cleaning & maintaining communal areas and grounds maintenance. These services charges are paid in arrears.

The Council are responsible for keeping parts of leasehold properties in a good state of repair. This includes the structure of properties such as:

- Roofs, drains, gutters and pipes on the outside of the home
- Outside main entrance doors (but not the front doors of individual flats)
- Window frames and sills (not including glass)

We have carried out necessary repair works to the roofs across 5 blocks of flats located at King Street.



# Major Aids and Adaptations



Housing adaptations play an important role in enabling our residents to remain in the comfort and safety of their own homes, by restoring or promoting independent living and helping tenants to use homes more effectively.

We received **13** recommendations for major adaptations to our properties. These recommendations were for 8 wet rooms, 5 lifts (including 1 specialist toilet). Out of these recommendations:

- **7** were completed at an average cost of **£8,154**
- **2** wet rooms recommendations are being installed
- **1** recommendation is on hold due to a pending right to buy application
- **1** recommendation was cancelled by the tenant
- **2** wet rooms recommendations are undergoing an initial assessment

Over the last year we have also installed:

- **11** lifts at an average cost of **£3,996**
- **8** wet rooms at an average of **£4,738**
- **1** safety room padding at a cost of **£5,150**
- **1** fencing at a cost of **£1,785**
- **1** specialist toilet at a cost of **£3,450**

In addition to the recommendations received in 2021/22 we were able to complete work that had been delayed due to the COVID pandemic.

# Minor Aids and Adaptations

We have also completed 52 minor adaptations to homes in the borough in 2021/22 at an average cost of **£275 each**. These have included:

- Grabrails
- Key safes
- Dropdown toilet rails
- Half steps
- Ramps
- Portable shower screen



# Right to Buy



The Right to Buy scheme is available to secure tenants of Oadby & Wigston Borough Council. Under the scheme, you can buy your council home at a price lower than the full market value. This is because the length of time you have spent as a tenant entitles you to a discount. Buying your home gives you an investment for your future and you will be building your own asset if the value of the property increases.

In 2021/22, **10** of our tenants took advantage of the Right to Buy scheme and bought their homes. These households received on average a discount of **£68,900**.

If you purchase your home you will become responsible for any repairs and maintenance, insurance and service charges (where applicable). You will have control of any improvements and upgrades to your home. More information can be found at [www.gov.uk/right-to-buy-buying-your-council-home](https://www.gov.uk/right-to-buy-buying-your-council-home).

# Useful Contact Information

Customer Services

Tel: 0116 288 8961

Email: [csc@oadby-wigston.gov.uk](mailto:csc@oadby-wigston.gov.uk)

Housing Options Service

Email: [housingoptions@oadby-wigston.gov.uk](mailto:housingoptions@oadby-wigston.gov.uk)

Repairs & Maintenance Service

Housing Repairs Out of Hours Emergency: 0800 083 96 95

Email: [repairsadmin@oadby-wigston.gov.uk](mailto:repairsadmin@oadby-wigston.gov.uk)

Caretaking & Cleaning Team

Email: [estates@oadby-wigston.gov.uk](mailto:estates@oadby-wigston.gov.uk)

Income Management Team

Email: [income.team@oadby-wigston.gov.uk](mailto:income.team@oadby-wigston.gov.uk)

Tenancy & Estate Management Team

Email: [tenancy@oadby-wigston.gov.uk](mailto:tenancy@oadby-wigston.gov.uk)

If you would like information about or how to join our tenants panel please email:  
[tenantspanel@oadby-wigston.gov.uk](mailto:tenantspanel@oadby-wigston.gov.uk)

For our Cost of Living Support please visit:

[www.oadby-wigston.gov.uk/pages/cost\\_of\\_living\\_support](http://www.oadby-wigston.gov.uk/pages/cost_of_living_support)



TENANT ENGAGEMENT EXPERTS  
**tpas**  
member 2022-2023