

Resident Annual Report

Tenants and Leaseholders

2023-2024



Welcome



I am the councillor with responsibility for managing Stevenage Borough Council's housing stock. I work together with other councillors, our staff and local communities to make sure that we continue to achieve real and lasting improvements for residents.

I would like to welcome you to our latest Annual Report. The aim of this is to keep you up to date on what we have been doing and how well we have been performing from April 2023 to March 2024. You can also keep updated on our work and find a range of useful information by following our social media channels and visiting the council website.

It's important to us that you understand how we are performing as a landlord and the Annual Report sets out a range of information on our performance over the year. We also undertake a survey of 1,000 tenants every year to get direct feedback on how satisfied people have been with a range of our services and we have included the results in this report. Thank you to all those who have taken to the time to help complete these surveys - we are using this information to help assist our programme of improvements which will help us to work towards increasing the levels of tenant satisfaction we currently see.

We have continued to focus on improving the quality of our homes and last year invested

more than £27m in repairing and maintaining homes. This included projects to help increase energy efficiency levels as well as improving the safety of properties too.

Our commitment to building new council housing continues, and I am delighted to see the number of new properties under construction across the borough. It's fantastic to see the schemes specifically designed for older members of our community, along with much needed family homes too. These independent living schemes play a key role in ensuring we're able to provide tenants with the right-sized homes, which also meet specific requirements.

We understand that for many of our residents they may need some additional support and assistance, and I am pleased we have been able to help support residents with household finances, living independently, with adaptations or by providing dedicated specialist support for some of our more vulnerable residents.

These services, along with other projects and initiatives form part of our approach to enhancing and improving the standard of our council homes. Not only this, but also in positively impacting the services we provide to create a community where everyone feels valued and supported.

I would like to thank each of you for your co-operation and engagement throughout the year and for your continued support.

Warm regards

Councillor Jackie Hollywell
Cabinet Member - Housing

Our Housing

The Council is the largest Landlord in the Borough with **7,923** homes that we own and manage which includes:

459
studio flats

1,950
1 bedroom
homes

2,028
2 bedroom
homes

3,078
3 bedroom
homes

408
4+ bedroom
homes

13
Independant
Living
Schemes

2
Extra
Care
schemes

We also have **1440** leasehold properties with private leaseholders

We have asked our tenants when taking everything in to account how satisfied are they with our housing service.

very
satisfied
24.5%

fairly
satisfied
31.5%

neither
satisfied or
dissatisfied
22.7%

fairly
dissatisfied
11.1%

very
dissatisfied
10.2%



Repairs and Maintenance

We work hard to carry out repairs quickly so that your home is safe and kept to a good standard.

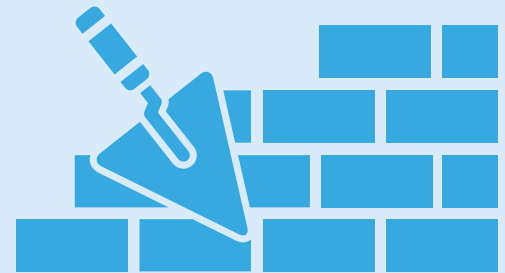
During 2023/24 we dealt with **23,320** calls related to repairs.

The average time for us to answer a call related to repairs is

5 minutes 20 seconds

We spent **£6.8m** - more than planned but mainly due to increased costs for materials and labour.

During 2023/2024, we carried out



1,632
emergency repairs

18,157
routine repairs

87.5%
of emergency repairs
were completed within
target (24 hours)

87%
of routine repairs were
completed within target
(20 days)

52%
of customers very or fairly
satisfied with the time
taken to complete repairs

63%
of customers are very or
fairly satisfied with the
overall repairs service

Customer Feedback: *“Every time I call they are out within a week. If they can’t come out quickly they give me a reasonable time frame”*

Improving our Repairs Service

We have reviewed the way that we deliver our repairs service, and we are now working to deliver a programme of improvements. The feedback you have provided has helped us to build our plan and some of the first steps have been to:

- Set new standards and clearly define when and how we will do repairs in your homes and blocks in a new Repairs and Maintenance Policy
- Appoint new contractors for some specialist work such as roofing
- Invest in and extend our fencing programme
- Introduce some new ways of working for our staff to reduce call-handling times and improve communication



Resident safety remains our number one priority. We work hard to ensure your homes are safe for you, your family and other visitors. Thank you for letting us in to your homes to carry out these essential safety checks.



Improving Fire Safety measures

Keeping residents safe in our high rise and other flat blocks remains a top priority. To help do this all blocks are regularly inspected and we work closely with Hertfordshire Fire and Rescue who are happy with the way we manage our homes. We are:

- Making sure that fire alarms are fitted and in working order in all residential blocks
- Working towards all of our homes having hard wired smoke alarms
- Carrying out regular safety checks of our blocks to make sure exit routes are kept clear and accessible
- Maintaining and improving fire doors
- Providing clear information and signage to residents on Fire Safety
- Working with the fire and rescue service to have clear plans in place in case there is a fire.

We realise that some of our residents may need some additional advice and support on what to do in case of a fire, and whilst we try to keep up with peoples' changing situations, if you are hard of hearing or may need some additional safety measures, please let us know and we can arrange an assessment and additional support.

Damp and Mould

We know that some of our homes are of an age and design that means that they may be more prone to condensation and mould.

To help reduce cases and ensure that we are keeping up to date with best practice and legal requirements, we are adopting a new Damp and Mould Policy.

As part of our improved approach we are:

- Updating our training for any of our staff who will be visiting homes to help them identify issues
- Investing in improved environmental management systems that aids ventilation and helps reduce some of the causes of damp and mould

In 2023/24 we have:

Completed
506
damp and
mould works

Spent **£565,873**
on treating damp and
mould compared to
£305,870 in 2021/2022.

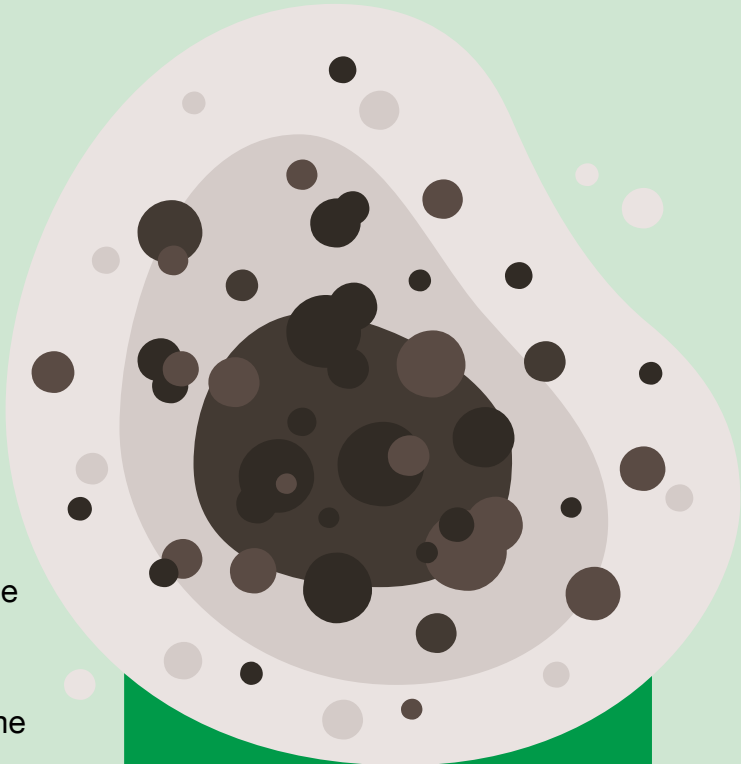
Timescales for how we will handle hazard reports such as damp and mould:

- Complete investigation visits within two weeks
- Complete any emergency works within 24 hours
- Start remedial works within seven days.


Our surveyors will also offer advice and guidance on ways to minimise condensation within your home and practical steps you can take to manage this.

If you have concerns about damp or mould you can:

- Visit the website and complete an online form at www.stevenage.gov.uk/housing/council-housing/repairs/damp-condensation-and-mould
- Report a repair through your housing online account
- Email the team on dampandmould@stevenage.gov.uk.



Customer voice: “If we have a problem it is resolved quickly. They have just finished working on our damp and mould problem and we are so happy with the results. They are absolutely brilliant, we’ve not got a bad word to say about this service.”



Investing in your Home

The government has set out the minimum standards for social housing and this is known as 'The Decent Homes Standard'.

We are committed to providing you with good quality, safe homes and we carry out regular stock condition surveys which provide us with important information about the condition of homes that we manage and help us identify where we need to carry out upgrades.

Last year we carried out more than **2,000** stock condition surveys

As of March 2024, just **4%** of our homes needed further investment to meet the Decent Homes Standard, and these works are planned to take place in 2024/25



Last year we spent **£21m**, on upgrading our homes and communal areas. This includes:

10
new roofs on communal flat blocks

174
loft insulations

59
new bathrooms

42
new kitchens

334
new boilers

39
Window Overhauled

11
Window replacements

131
Cavity Wall Insulations

33
Door Overhauled

342
fencing repairs / replacements

The information from our stock condition surveys helps us to understand where we need to improve our homes in the future and over the next five years we will be:

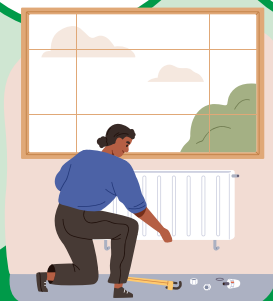
Installing **2442** new kitchens and bathrooms

Upgrading **6,834** heating systems

Upgrading **1,210** window and doors

1,400 works to improve energy efficiency of homes.

Refurbishing the communal areas of our high-rise blocks



Supporting Customers

Our neighbourhood teams work closely with a range of local different agencies and charities to make sure you receive the help and support you need. We have recently made some changes to the way that we deliver this service with an increased focus on ensuring that we, as a landlord, are in the best position to provide help and advice.

Anti-Social Behaviour

Everyone has the right to live peacefully in their home without nuisance, harassment, or anti-social behaviour (ASB). We take ASB very seriously and will deal with reports in a sensitive manner.

We always encourage positive respectful behaviours and work with residents to provide advice and support when tackling ASB. In some cases we may be able to take action to resolve these issues but it may also involve working in partnership with the police.

For serious incidents you should always contact the police first, but you can also report issues to us as your landlord and you can find out more information at www.stevenage.gov.uk or by calling us on 01438 242666.

Where we dealt with cases, 69% of those who have reported ASB were very satisfied with the outcome.



In the last 6 months we have:

Responded to

27

cases of
ASB

Served

1

closure
notice

Issued

6

community
protection warnings
and notices

Issued

10

notices or warnings
that we are seeking
possession for ASB

Domestic abuse has a devastating impact on victims and survivors, their families, and the wider community. We recognise that there are often complex barriers that prevent someone from leaving an abuser and it can happen to anyone, in any type of relationship.

If someone is experiencing domestic abuse, we want to work with them in a sympathetic, supportive and non-judgemental way. From the point that we are told we will prioritise advice and assistance to support them in their decisions.

Last year we supported **57** domestic abuse cases. Of these:



If you are experiencing domestic abuse, or are concerned about someone else, you can contact our domestic abuse service:

☎ **01438 242666** ✉ **SADA@stevenage.gov.uk**

📺 **Survivors Against Domestic Abuse (SADA)**

www.stevenage.gov.uk/town-and-community/community-safety/survivors-against-domestic-abuse/sada-domestic-abuse-service

Alternatively, you can speak to any member of staff about concerns that you may have. They will handle the situation sensitively and support you to access the service you require.

In an emergency always call the Police on 999.

Make Yourself Heard

In danger, need the police, but can't speak?

- 1 Dial 999**
- 2 Listen to the questions from the 999 operator**
- 3 Respond by coughing or tapping the handset if you can**
- 4 If prompted, press 55**
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.

IOPC Independent Office for Police Conduct | **#YouAreNotAlone** | Supported by **women's aid** until women & children are safe | **NPCC** National Police Chiefs' Council

Supporting Residents in their Homes

We understand that circumstances change and there may come a time when you need some extra help and support. To help households in this situation, we work with social care to help residents maintain independence in their home for longer.

Stevenage has more than three times the national average of residents over the age of 85 living in the homes that we manage, so we are seeing demand for this type of assistance increasing. That's why we are improving these services and have increased the amount we are investing in adapting homes to more than £1m in 2024/25.

Adaptations

Examples of adaptations could include:

- grab rails and handrails
- lever taps
- stair lifts
- ramps
- adapted kitchens and bathrooms

Customer voice: "My husband has had three strokes and the council have helped us out so much with adaptations"

Between April 2023 and March 2024 we

- carried out a total of **531** adaptations
- invested **£808,382** in adapting our homes to make sure they met the needs of the people living in them

Community Support

Our community support service helps residents live independently in their home for longer. Our Specialist Support Officers can help with a range of areas such as:

- care and health services
- aids and adaptations for the home
- support in dealing with any emergencies that may arise
- support and encouragement to take part in local social activities.

Between April 2023 and March 2024 we carried out 1,082 community support visits to residents.

Between April 2023 and March 2024 we made 2,878 community support calls to residents.

Care Connect 24/7

Our Care Connect 24/7 service provides two levels of support.

Responsive service: Peace of mind that when you press your pendant, your call will be attended to quickly and professionally 24 hours a day.

Monitoring only service: An extra level of security so you can go about your day, knowing you can press your pendant and speak to our call centre who will contact your named emergency contacts for you.

Between April 2023 and March 2024

- We received **1,586** emergency calls through Care Connect 24/7



Care
Connect
24/7

Supporting Residents to Move

The home you moved into may no longer be what you need or want. You may want to downsize to a smaller home, move to a bigger home as your family grows, be closer to loved ones or just want a fresh start. Where this is the case we can support you with moving to a property that is more suitable to your needs.

Tenants voice: “When I needed to move due to illness, they made it very easy. I cannot fault them they are so helpful”



Downsizing

We provide a ‘one-stop’ service to support residents wanting to move to a smaller property. We have a downsizing team who will support you every step of the way. Some of the downsizing benefits include:

- Reasonable moving costs covered and an incentive of £1000 for the first bedroom and £850 for each subsequent bedroom that is given up.*
- Reduced household running costs
- Reduced rent payments
- A home that better suits your needs

Between March 2023 and April 2024 our Downsizing team supported 20 tenants to move to a property that was more suitable to their needs.

You can find out more information at:

- 🌐 <https://www.stevenage.gov.uk/housing/council-housing/downsizing>
- ✉ downsizing@stevenage.gov.uk

**whilst funds are available and where conditions are met.*

Supporting residents to Move continued

Mutual Exchange

You can move home by swapping with any other council or housing association tenant in the UK. We have a Mutual Exchange team who will support you through the process and make sure that everything is ready for you to move to your new home. Some benefits of moving home through a mutual exchange include:

- Getting to choose the property that you move into
- It is quicker than other re-housing routes
- Your new home will have already been decorated by the current tenant saving you time and money.

To find a mutual exchange, you can register quickly and easily on HomeSwapper. This is a website where other tenants wanting to exchange can share details of the type of home they live in and the type of property they are looking for.

Between April 2023 and March 2024, our housing business Support team supported 72 mutual exchanges.

*Customer Voice:
"It went amazing,
thank you all for
your help!"*

You can find out more information at

🌐 **Website:** <https://www.stevenage.gov.uk/housing/council-housing/mutual-exchange>

✉ **Email:** mutual.exchange@stevenage.gov.uk

Case Study - Downsizing

Colleagues were working with an elderly vulnerable resident to arrange an electrical safety check, however, it was clear she was struggling in her 3-bedroomed house. She was sleeping downstairs, unable to get around her home and household debts were increasing. She was referred for some additional support and advice, working with Adult Social Care we were able to help her with her financial challenges, and support her in her decision to move to a new home in one of our Independent Living Schemes.



Independent Living and Extra Care Schemes

Many of us will need a little extra help to live independently as we get older and we are proud to be able to offer a range of housing choices and support services to meet the diverse needs of our residents as part of our Housing for Older People Strategy.

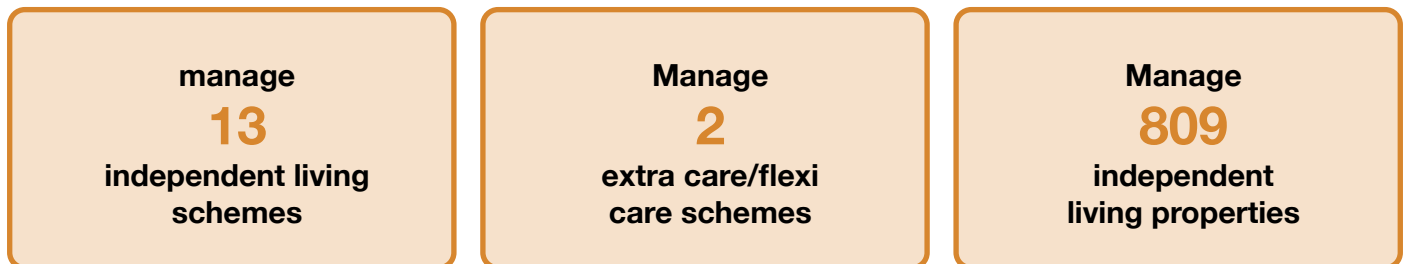
If you are over 60 or disabled and need support to live independently, you can apply for a home within one of our Independent Living Schemes. The level of independence is up to you. All homes are self-contained and:

- Are fully equipped with an emergency alarm system so you have peace of mind that help is available 24 hours a day, 365 days a year.
- Have a Specialist Support Officer on hand to offer help, support, and advice as and when you need it
- Offer a range of social activities.

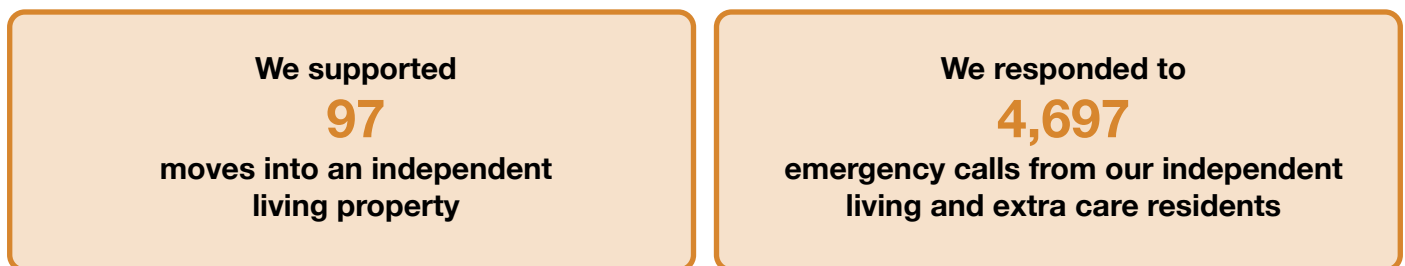


In addition, we also have two schemes that are referred to as 'flexi care'. These homes provide on site care services for those residents who require extra support.

As of March 2024 we:



Between April 2023 and March 2024...



Between April 2023 and March 2024...



Lettings

New Approach to Resident Engagement

We are committed to putting our residents at the heart of everything we do.

To help us with this, we are working with Tenants Participation Advisory Service (TPAS) who are the national experts in this area. They have worked with some of our residents to find out about their experiences and suggest how we can increase opportunities for our them to work with us and tell us how we are doing.

- 50.9% of our residents are satisfied with how they are kept up to date with things that matter to them.



This feedback has helped us set out a plan to improve which includes:

- A new approach to resident engagement setting out how we ‘engage, listen and act’
- Finding out more about our residents so that we can deliver a service that meets their needs
- Introduction of scrutiny groups so that residents can review and suggest improvements
- A new communication plan outlining how we keep residents updated on things that matter to them
- A high rise building safety resident engagement strategy to help deliver building safety work
- Resident consultation on new policies including repairs, fencing and aids and adaptations.

Resident Involvement

Our residents are best placed to tell us how we are doing and we are building upon the engagement we already undertake to make sure all residents have to opportunity to actively help us shape our services in a way that suits them.

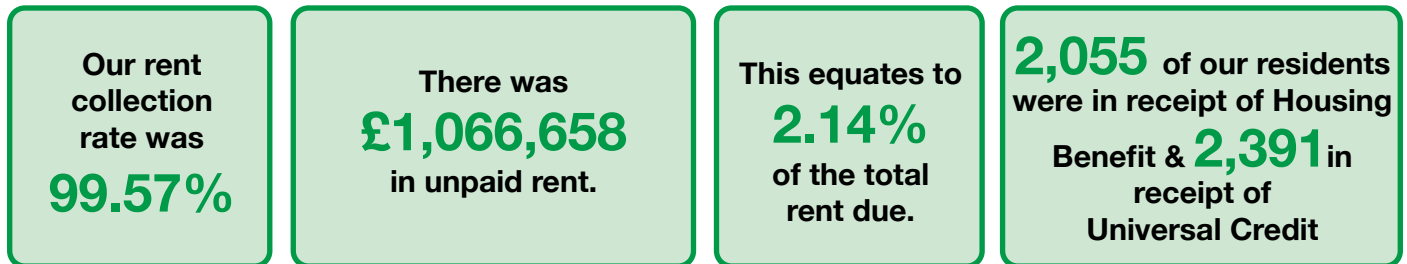
Over the coming months we will be running a range of resident engagement activities and we want to give you the opportunity to be involved so that your voice is heard.

To register your interest, please email your name and contact details to residentvoice@stevenage.gov.uk. Alternatively, you can register for updates at www.stevenage.gov.uk.

Value For Money

The rent we collect goes towards the costs associated with maintaining our homes and providing a housing management service.

As of March 2024:



Between April 2023 and March 2024 we



£1 of Rent



The rent we collect can only be used to pay for the services we provide to tenants and for works on our homes. The £1 of rent diagram shows how each £1 of the rent we receive is used.

Developing New Homes



Over the course of 23/24, we completed schemes at Helston House in Symonds Green, which provided 29 homes made up of one, two and three bed properties and Chilham House in Longmeadow, which was a mixture of 24 one and two bed homes, all of which are let to council tenants. Alongside this, we also built seven shops, and a further 35 homes for private sale to help fund council properties.

In 24/25, we've already completed a further 88 homes at Brodie Court which is a new independent living scheme for council tenants. This includes a rooftop garden, reading room, games room and music room as part of the wider offer. In 2025, we also expect to complete a further 27 homes at our Dunn Close development in Bedwell, which will provide much needed supported accommodation.

We will also be continuing construction at Burwell Court phase 2, which will see the building of a further 20 homes for council tenants, and we hope to start on site at a couple of new sites located at The Oval and Ellis Avenue, both of which received planning permission earlier this year. These schemes are funded through a mixture of borrowing, right to buy receipts, external grant funding and income from private sale homes.

Complaints

In 2023/24 we dealt with a total of 818 complaints.

Stage 1: **77.1%**
responded to within
10 working days

Stage 2: **69.3%**
responded to within
20 working days

Types of complaints received

Housing
repairs
337

Investment **265**
(e.g damp and mould,
adaptations, building
safety/quality)

Managing homes
150
(ASB, rent issues, leasehold
services, Independent living,
tenancy services)

Providing
homes
65

How we have handled your complaints

Whenever we receive complaints, we always use it as an opportunity to look at where we can improve our service.

	Complaint Not Upheld	Complaint Partially Upheld	Complaint Upheld
Stage 1	22%	19%	59%
Stage 2	25%	21%	54%

How we plan to improve:

We are making a number of service improvements based on what you have told us including:

- A new complaint handling system that will make it easier to track complaints and monitor actions arising from complaints.
- Quality assurance checks to make sure our complaint responses consider the individual needs and vulnerabilities of people approaching us.
- A review of all housing policies and procedures to make sure that we are delivering our housing services in line with new consumer regulation, legislation, and best practise.
- Continued investment in our properties to make sure our homes are of good standard
- Continued work with our tenants and leaseholders to make sure that the housing service we provide meets your needs.

Housing Ombudsman

During 2023/24:

<p>29 complaints were referred to the Housing Ombudsman</p>	<p>9 of these were progressed by the Housing Ombudsman to a formal investigation</p>	<p>3 of these investigations found failure with our service delivery and complaint handling</p>
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Our complaints Policy & Procedure is available on our website at <https://www.stevenage.gov.uk/have-your-say/compliments-and-complaints>

Residents dissatisfied with the outcome of stage 2 complaints can escalate the matter to the Housing Ombudsman. The Housing Ombudsman offer an advice, mediation, and complaint resolution service.

- 🌐 Visit www.housing-ombudsman.org.uk
- ✉ Email info@housing-ombudsman.org.uk
- ☎ call 0300 1113000.

Contacting Us

Our Customer Service Team works hard to provide support and assistance to our residents and is on hand to help with queries via email, telephone, online or face to face.

97%
feel that it is easy to speak
to someone about their
housing query.

We handled
20,729
calls between
April 2023 – March 2024

The average waiting time for
a call to be answered was
**3 minutes 58
seconds**

Did you know that you can access many of our services online including:

- Housing online account which allows you to report repairs and bid for properties
- View your rent account balance and make a payment online
- Apply for a mutual exchange.

If you have trouble accessing any of these services online you can contact our customer service centre who will be able to support you.

Contact us in person

Customer Services is located in Daneshill House between HSBC bank and Mecca Bingo. Our doors are open between 9am and 5pm Monday to Friday. To see an adviser, you will need to book an appointment which you can do online or by calling our customer service centre.

With an appointment we:

- can help and support you to use our online services;
- will assist you to complete online forms;
- can provide information about a range of partner agencies;
- can take in your keys and provide a receipt.

Contact us by phone

Our Customer Service team are available between 9am and 5pm Monday to Friday except bank holidays.

- ☎ For Housing - 01438 242666
- ☎ For General Enquiries - 01438 242242
- ☎ For Payments - 01438 242345 please have your reference number ready or, you can pay online using the 'Pay' link at the top of this page

Contact us in an emergency out of hours

If you have an emergency repair, are homeless or have another emergency situation when our Customer Service Centre is closed please call 01438 314963.

Connect with us

- 📘 www.facebook.com/stevenageboroughcouncil
- 📧 www.x.com/stevenageBC
- 📷 www.instagram.com/stevenageboroughcouncil
- 📺 www.youtube.com/user/SBCcomms



Good quality, affordable and sustainable homes are essential for healthy, happy, and secure lives. That's why the standard of the homes that we manage is so important.

Following the Grenfell Fire tragedy in 2017, the Government introduced a range of measures to ensure that social landlords provide safe homes, quality services and treat residents with respect which resulted in the revision of the Consumer Standards. The Government has also established a new Regulator of Social Housing who will ensure that social landlords meet the relevant standards for the way we manage our homes.

Full details on the role of the Regulator can be found on the Governments website www.gov.uk and search for Regulator of Social Housing.

You can also find full details of the Regulators Standards on this website as well. As part of the new standards all Registered Social Landlords are required to complete Tenant Satisfaction Measures which we have to submit annually to the Regulator and publish.

Regulators Judgement

The Regulator of Social Housing now undertakes planned inspections of all social landlords. Starting earlier this year, we have been one of the first landlords to be subject to a planned inspection, which took place over the summer - C1 is the very best achievable grade with C4 the lowest.

The regulator announced we have achieved a C2 grade, confirming that we have provided assurance we meet the consumer standards in many areas.

As part of the inspection, the regulator attended a tenant workshop, met with tenants, council officers and councillors, and reviewed a range of information including our performance and plans.

The judgement confirms we are keeping tenants safe and consistently working to improve the quality of our homes and services. There were some areas the regulator has identified for improvement and plans are in place to ensure tenants needs are met. These are:-

- The way we report on some areas of health and safety
- The performance information we provide to tenants, and how tenants are able to influence and scrutinise our services
- Our approach to engaging with our tenants, and
- How we use information to tailor services to tenants' individual needs.

You can find full details of the judgement along with details of our plans on our website.

Tenant Satisfaction Measures (TSMs)

Tenant Satisfaction Measure (TSMs) for Stevenage Borough Council for 2023-2024 have been reported to the Regulator and are set out below. There are two parts to the information; the first is based on satisfaction surveys that we have completed with our tenants and the second part is information that we gathered on our performance.

It provides an opportunity to be transparent about our performance and to be clear about the measures that have been put in place to tackle issues that matter to you.

Tenant perception survey data measures 2023/24

A detailed breakdown of these results is available on our website at www.stevenage.gov.uk

Tenant Satisfaction Measure (TSM)	Stevenage TSM score results
TP01: Proportion of respondents who report that they are satisfied with the overall service from Stevenage Borough Council.	56.0%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from Stevenage Borough Council over the last 12 months	62.7%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	52.4%
TP04: Proportion of respondents who report that they are satisfied that Stevenage Borough Council provides a home that is well maintained	59.2%
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that Stevenage Borough Council provides a home that is safe	69.9%
TP06: Proportion of respondents who report that they are satisfied with Stevenage Borough Council listening to their views and acting upon them	44.9%

Continued Opposite >>>

Tenant Satisfaction Measures (TSMs)

Continued From Page 20 >>>

Tenant Satisfaction Measure (TSM)	Stevenage TSM score results
TP07: Proportion of respondents who report that they are satisfied with Stevenage Borough Council keeping them informed about things that matter to them	50.9%
TP08: Proportion of respondents who report that they agree with the statement: "Stevenage Borough Council treats me fairly and with respect"	70.2%
TP09: Proportion of respondents who report that they are satisfied with Stevenage Borough Council's approach to complaints handling	22.8%
TP10: Proportion of respondents who report that they are satisfied Stevenage Borough Council keeps communal areas clean and well maintained	53.3%
TP11: Proportion of respondents who report that they are satisfied Stevenage Borough Council make a positive contribution to their neighbourhood	47.7%
TP12: Proportion of respondents who report that they are satisfied with Stevenage Borough Council's approach to handling anti-social behaviour	49.5%

Tenant Satisfaction Measures (TSMs)

Management Data Measures 2023-24

Tenancy Satisfaction Measure (TSM)	Description	Annual
BS01: Gas Safety Checks (%)	Proportion of homes for which all required gas safety checks have been carried out.	100
Number of dwelling units owned for which all required gas safety checks were carried out and recorded as at year end		7185
Number of dwelling units owned for which gas safety checks were required to have been carried out as at year end (multiplied 100)		7185
BS02: Fire Safety Checks (%)	Proportion of homes for which all required fire risk assessments have been carried out.	100
Number of dwelling units owned within properties that required an FRA for which all required FRAs were carried out and recorded as at year end		2742
Number of dwelling units owned within properties for which an FRA was required to have been carried out as at year end (multiplied 100)		2742
BS03 - Asbestos safety checks (%)	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100
Number of dwelling units owned within properties that required an asbestos management survey or re-inspection for which all required asbestos management surveys or re-inspections were carried out and recorded as at year end		2542
Number of dwelling units owned within properties for which an asbestos management survey or re-inspection was required to have been carried out as at year end (multiplied 100)		2542
BS04 - Water safety checks (%)	Proportion of homes for which all required legionella risk assessments have been carried out	96.65
Number of dwelling units owned for which all required legionella risk assessments (LRAs) were carried out and recorded as at year end		1907
Number of dwelling units owned for which an LRA was required to have been carried out as at year end (multiplied 100)		1973
BS05 - Lift safety checks (%)	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100
Number of dwelling units owned within properties with communal passenger lifts for which all Lifting Operations and Lifting Equipment Regulations (LOLER) inspection reports were carried out and recorded as at year end		725
Number of dwelling units owned within properties with communal passenger lifts as at year end (multiplied 100)		725

Continued Opposite >>>

Tenant Satisfaction Measures (TSMs)

Continued From Page 22 >>>

Tenancy Satisfaction Measure (TSM)	Description	Annual
CH01 - Complaints relative to the size of the landlord STAGE 1 (per 1000 homes)		102
Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year		818
Number of dwelling units owned of the relevant stock type at year end (multiplied 1000)		8012
CH01 - Complaints relative to the size of the landlord STAGE 2 (per 1000 homes)	Number of: 1. stage one complaints and 2. stage two complaints received per 1,000 homes:	10.9
Number of stage 2 complaints made by tenants in the relevant stock type during the reporting year		88
Number of dwelling units owned of the relevant stock type at year end (multiplied 1000)		8012
CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 1 (%)		77.13
Number of stage 1 complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale		631
Number of stage 1 complaints made by tenants in the relevant stock type during the reporting year(multiplied 100)		818
CH02 - Complaints responded to within Complaint Handling Code timescales STAGE 2 (%)	Proportion of: 1. stage one complaints responded to and 2. stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	69.3
Number of stage 2 complaints made by tenants during the reporting year for the relevant stock type that were responded to within the Housing Ombudsman's Complaint Handling Code timescale		61
Number of stage 2 complaints made by tenants in the relevant stock type during the reporting year(multiplied 100)		88
NM01 - Anti-social behaviour cases relative to the size of the landlord Anti-social behaviour cases (per 1000 homes)	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	13.48
Total number of anti-social behaviour cases opened by or on behalf of the provider during the reporting year (including any ASB cases that involve hate incidents)		108
Number of dwelling units owned by the relevant social housing stock at year end (multiplied 1000)		8012

Continued on page 24 >>>

Tenant Satisfaction Measures (TSMs) continued

Continued From Page 23 >>>

Tenancy Satisfaction Measure (TSM)	Description	Annual
NM01 - Anti-social behaviour cases relative to the size of the landlord Anti-social behaviour cases that involve hate incidents (per 1000 homes)	Number of: 1. anti-social behaviour cases, of which 2. anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.12481
Number of anti-social behaviour cases (as reported in part 1) that involve hate incidents opened by or on behalf of the provider during the reporting year		1
Number of dwelling units owned of the relevant social housing stock at year end (multiplied 1000)		8012
RP01 - Homes that do not meet the Decent Homes Standard (%)	Proportion of homes that do not meet the Decent Homes Standard	5.9
Number of dwelling units owned to which the Decent Homes Standard applied which failed the Decent Homes standard at year end		468
Number of dwelling units owned to which the Decent Homes Standard applied at year end		7471
RP02 - Repairs completed within target timescale Non-emergency repairs (%)	Proportion of: 1. non-emergency and 2. emergency responsive repairs completed within the landlord's target timescale.	87.575
Number of non-emergency responsive repairs completed within the provider's target timescale during the reporting year		15901
Number of non-emergency responsive repairs completed during the reporting year (multiplied 100		18157
RP02 -Repairs completed within target timescale Emergency repairs (%)		87.0098
Number of emergency responsive repairs completed within the provider's target timescale during the reporting year		1420
Number of emergency responsive repairs completed during the reporting year (multiplied 100		1632

We realise that there is lots of information and statistics in this report and would be happy to talk to you about anything you would like more information on, or if you would like clarification on any elements of the report. We are always open to feedback and would love to hear from you.



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