

CORNWALL HOUSING

Annual Tenants' Report 2019/20

www.cornwallhousing.org.uk



PART OF THE
CORSERV GROUP
**A CORNWALL
COUNCIL COMPANY**



Foreword | Nick Cross, Managing Director



It has been another incredibly busy year at Cornwall Housing as we strive to deliver the best services we possibly can. I hope you find the information in this annual report interesting.

We have continued to invest in homes and services with the largest capital investment we have ever completed. We have been supporting residents and communities through our various

projects and have begun our Neighbourhood Improvement programme. Our work to prevent homelessness has delivered some fantastic outcomes for some of the most vulnerable people in Cornwall and we have helped people maximise their benefits and income whilst reducing the number of people we have to take to court. We have had some challenges too, particularly in our responsive repairs and voids services with backlogs caused by bad weather. However our mobile working system will go live in 2020/21 which will bring huge improvements to making appointments and carrying out our repairs on time. All of what we do is achieved by placing the resident at the heart of our services as without your views we would not be able to keep improving. My team and I look forward to continue to provide you great services in the year ahead.

Our objectives are:

Achieving the **Cornish Housing Standard** and maintaining our homes



Creating and acquiring **new homes**



Efficient use of resources



Excellent housing services



Good governance and tenant involvement



In 2019/20



of our homes met the government's Decent Homes Standard

of our homes met our Cornish Housing Standard by March 2019

On behalf of Cornwall Council we manage and maintain **10,351** council homes and look after around **399** leaseholders. We also manage garages, pitches, shops and land in neighbourhoods with council housing. We deliver the Cornwall Homechoice, Housing Options and advice services for Cornwall Council and have **56** of our own homes that we built for social rent in Cornwall.

Homes

Your home

We invested **£16,018,179** to upgrade your homes



511
new
kitchens



229
doors
replaced



324
windows
replaced



371
new
bathrooms



304
home
adaptations



256
roof
replacements



Repairs and housing resources



2019-20 Responsive repairs budget	£8.856m
Responsive repairs completed	24,756
Cyclical maintenance works completed	8,415
Emergency repairs responded to on time	99.7%
Responsive repairs completed on time	94.7%

Rent collected	99.65%
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New homes

In 2019/20 we completed **26** purchases in St Austell, Dobwalls, St Anns Chapel and Pelynt



607 homes were made ready to let within an average time of 34 days

41 homes were purchased by tenants under Right to Buy



Communities and neighbourhoods



Smart Tenants Money Box

This is a course that helps residents with the knowledge and skills to get on top of their finances as well as build confidence and meet new friends.

- **38 residents** gained a European Social Fund (ESF) place this year, making 213 in total
- **148** achieved a budgeting qualification
- **36** people have found employment over the two years the project has been running
- **20** people have moved into further education following the course

Liskeard Together

- **44 residents** gained an ESF funded place on the course: **3** have found employment; and, **1** has gone onto education



‘Local service offer’ for our residents

We spoke with tenants’ representatives about the service offering they would like for residents from a particular area or particular group. In housing vernacular this is called a ‘local offer’. Residents asked us to continue to provide ‘Inclusion Advisors’ to help with rent arrears or benefit changes to help make sure they are getting the benefits they are entitled to.

Last year our Inclusion Advisors achieved a financial benefit for our residents of: £679,170.05

This fixed term service was due to end in March 2020,



Together for Families

We partner with Cornwall Council to provide key worker support to vulnerable families.

- **61 new families** supported, 103 in total
- **£384,775 gained for families** through debt reduction and increase in income
- **19** helped to avoid homelessness or to secure housing

Communities



Tenant Associations supported



Other community groups supported



Community clean ups



15 winter wellbeing sessions in **8** communities

but it was supported by residents and something they wanted to see continue – so we continued the service. Residents also wanted to see a local ground and estate maintenance service. In autumn 2020, we are trialling a ‘Neighbourhood Warden’ service in the Bodmin area. This will test if residents think it is good value - if it is, we will see if we can find funding to offer it locally to some of our neighbourhoods who would most benefit. We aim to review our ‘local offers’ with tenant representatives every year as part of the business plan consultation.

Customers

Our customer service team handled **137,224** calls

Compliments and complaints

178
compliments received

511
complaints processed

In Autumn 2019 we began to improve our approach complaints. To resolve them quicker and fix the problem we:

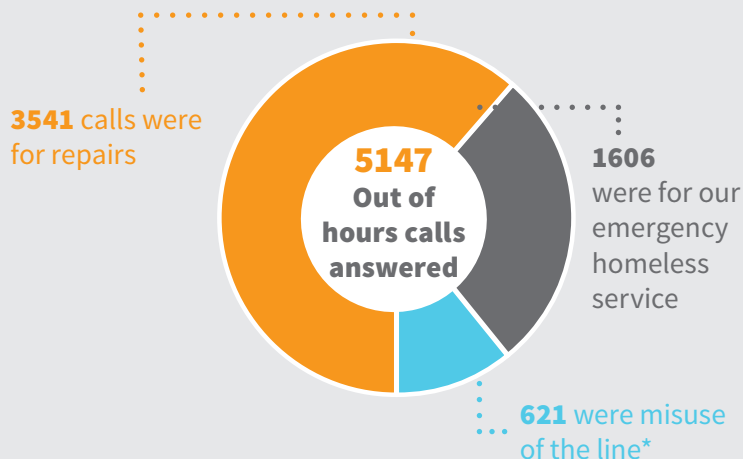
- **Simplified** the process
- Assigned **a named contact to support each resident** until the problem is fixed

We use complaints to improve our service by looking at quick and simple things we can do, as well as looking at more complex problems - like old organisational ways of doing things.

“Thank you again for all of your help and support, it is all rather overwhelming and I want to be as proactive as possible making all the right steps, I am grateful for your time in explaining everything.”

Housing Options Prevention and Engagement Customer

Out of hours/emergency telephone service



*Please help us to keep this line for emergency call-outs only



Excellent housing services



number of 16/17 year olds in B&B



number of families with children in B&B



total number of approaches to the Housing Options service



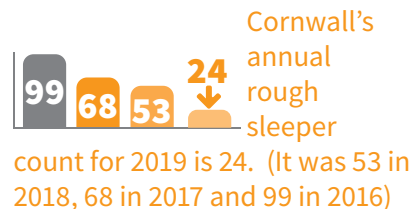
successful homelessness preventions



new lets through Cornwall Housing Private Lets

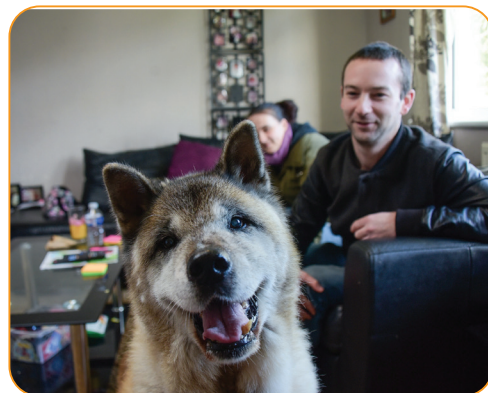


Nos Da Kernow prevented **194** rough sleeping cases



Involving our tenants

- 2831 residents gave us their views
- 100% feedback considered
- 93% feedback resulted in action
- 13 policies and services changed as a result
- 15 area representatives supported
- Tenants' Scrutiny Panel reviewed our approach to gas servicing 'refusals'



Our board in 2020:



Nick Cross,
Managing
Director

Independent board members



Tim
Jeans
(Interim
Chair)



Nigel
Williams



Shelley
Thornton

Tenant board members



Hazel Tearne



Martin Emery
(Vice Chair)



John Harris

Councillors



Mary May



Mike McLening



Jacquie
Gammon

If you would like this information in another format or language, please contact:

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Cornwall recycles
Kernow a wra eylgylghya

