



Housing Annual Report 2023/24

WELCOME

Welcome to our 2024 Annual Housing Report for residents.

This report covers the 12-months from April 2023 to March 2024 so you can see what we've done, the challenges we face, and our successes this year.

The way that social housing is regulated changed in 2024. To ensure that we were meeting the new standards, we undertook a self-assessment and asked an independent group for their opinion.

We agreed that there were areas in which we needed to do far more and as a result, we immediately put in place a detailed improvement plan and contacted the Regulator for Social Housing to share our findings with them. The Regulator reviewed our documents and gave the Council a C3 rating, meaning improvements are needed. In doing so, they have noted our improvement plan, the constructive way in which we are working with them and the transparency of our approach.

It's important to talk openly and regularly with all households. The implementation of a new Resident Engagement Strategy has been central to this along with the launch of our Resident Influencing Group to ensure that the voices of tenants are heard in our decision-making processes and for you to have your say on how services are delivered.

Our ongoing plan of local affordable council house building has continued during 2023/24 across multiple sites. In August the first residents got the keys to their new homes at Stoneleigh View in Kenilworth, a development which will see 248 houses made available as Council homes at social or affordable rent levels or for shared ownership over the next five years. Other developments including the Paddocks in Cubbington have made two properties available for shared ownership, three at affordable rent and two at social rent with further Council homes nearing completion at Hatton and on the Asps in Warwick.



Lisa Barker
(Head of Housing)



Councillor Helen Adkins
(Portfolio Holder for Housing)

AT A GLANCE

At the end of 2023/24 our housing stock was **5,593** homes across Warwick District.

General Needs Properties



567
1 Bedroom



57
Bedsit/Studio



1,577
2 Bedroom



1,945
3 Bedroom



751
1 Bedroom



78
4 Bedroom



429
2 Bedroom



4
5 Bedroom

5,307

Number of Homes
We Rent Out
on 31 March 2024

646

Total Number
of Leasehold Properties
on 31 March 2024

45

Total Number of Shared
Ownership Properties
on 31 March 2024

This year, we added **54** affordable homes for social rent, affordable rent, and shared ownership.

During the year **379** Council properties were allocated through the HomeChoice scheme and a total of **817** through other landlords.

1,264

Number of applications received to join the HomeChoice register.

36,625

Total number of bids received for Home Choice properties during the year

1,702

Total number of households on the waiting list

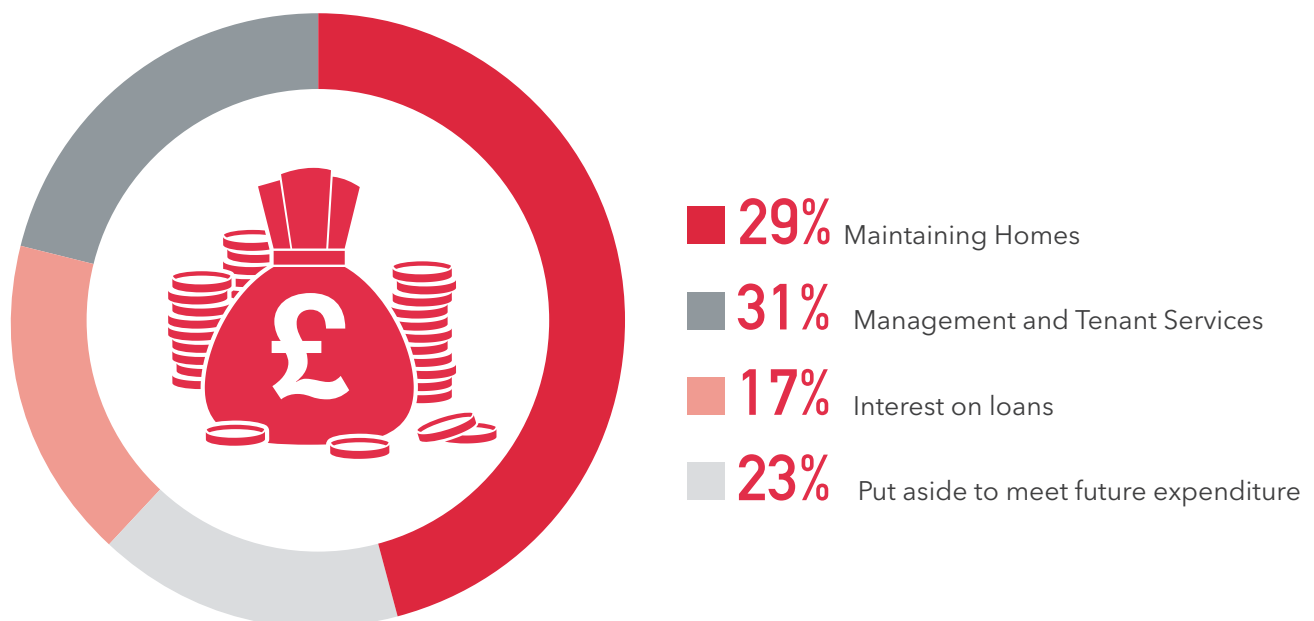
INCOME AND EXPENDITURE

During 2023/24 we collected £32,318,105.51 in rent and service charges which was allocated to our Housing Revenue Account.

Income breakdown

| | | |
|---|----------------------------------|----------------|
|  | Amount of Housing Rent Collected | £30,232,347.69 |
|  | Management and Tenant Services | £664,343.01 |
|  | Grants received | £17,625.00 |
|  | Service Charges | £360,659.25 |
|  | Amount of Garage Rent Collected | £719,218.80 |
|  | Utility Charges | £323,911.76 |

How we spend each £1 of rent








*In line with the National Audit Backlog and Backstop Rules on the 2023/24 Financial Statements, the Council published the draft statement of accounts on 15 January 2025. The final deadline for the financial audit is February 28 2025. Due to this the figures contained in the content are yet to be audited and at the time of publishing this document, some are based on budgeted expectations.

KEEPING YOU SAFE IN YOUR HOME

In September 2023 Warwick District Council undertook an independent audit of its housing stock to determine whether our homes met the rigorous standards required by the Regulator of Social Housing and to help us to understand what improvement work might be required. The aim of the housing audit was to review seven key areas - gas and heating, electric, fire, asbestos, water, lifts and building safety. The report found that we needed to do more work to meet required standards. As a result of the report the Council immediately set about the implementation of a comprehensive action plan and referred itself to the Regulator of Social Housing.

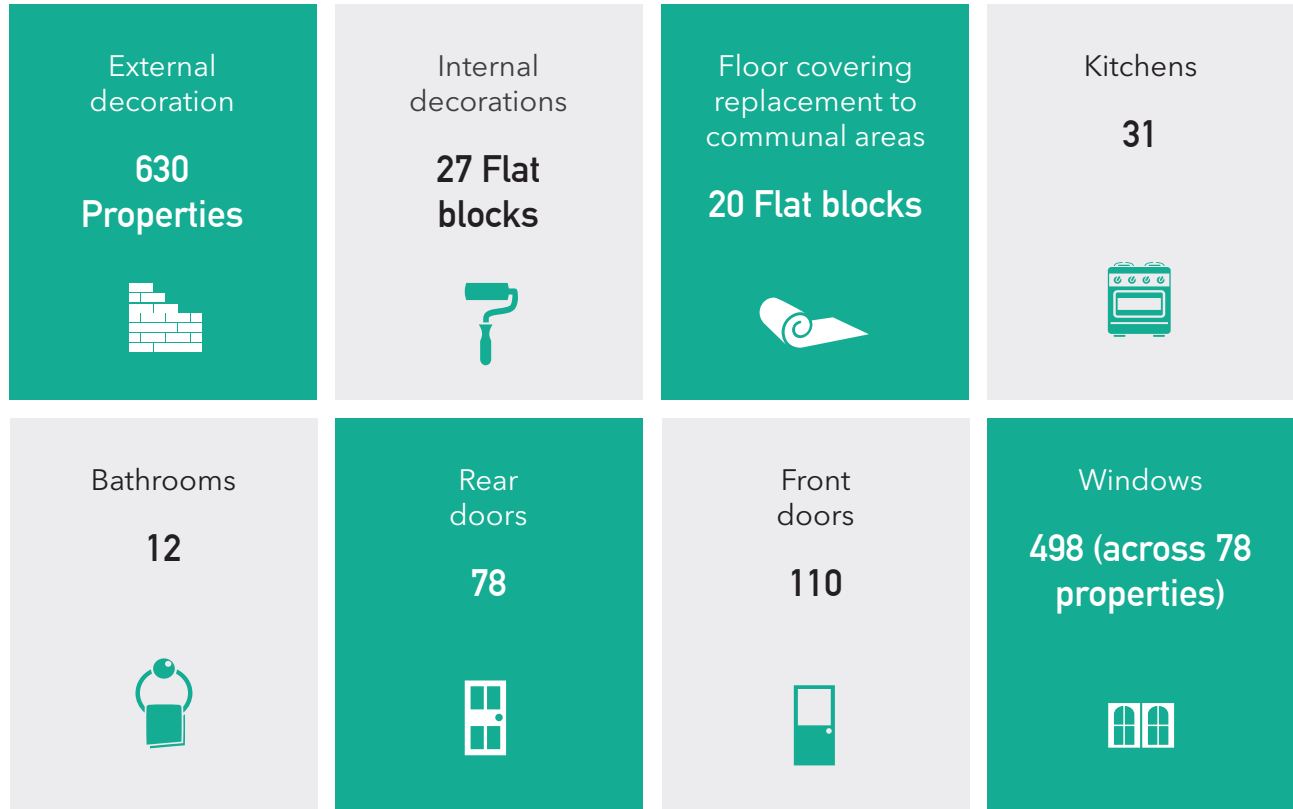
From April 2023 to March 2024 we can confirm that we have completed the following:

| | | |
|---|----------------------------------|--------------|
|  | Fire risk assessments | 98.9% |
|  | Asbestos inspections | 100% |
|  | Water hygiene inspections | 100% |
|  | Lift safety checks | 100% |
|  | Gas safety checks | 100% |









IMPROVING HOMES

Over the last year we carried out the following planned maintenance and improvement work to your homes.



We also assisted our tenants to live independently by providing adaptations to their homes, this work included:

| | | |
|---|-------------------------|-----------------|
|  | Level access bathrooms | 42 units |
|  | Over bath showers | 5 |
|  | Stairlifts | 7 |
|  | Ramps | 8 |
|  | Half steps | 18 |
|  | Mopstick and grab rails | 71 |

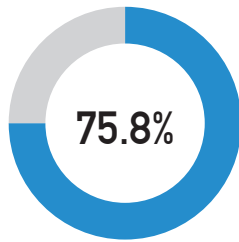
During the 2023/24 year, our repairs and maintenance teams completed **81.6%** of responsive repairs to properties within target timescales.

A total of **1857** void jobs were completed on properties to bring them back into use.

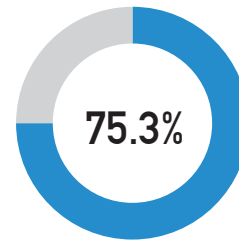
TENANT SATISFACTION MEASURES 2023-24

In 2023 the Regulator of Social Housing introduced a set of Tenant Satisfaction Measures (TSM's). These measures are collected through a perception survey sent to our tenants in October 2023.

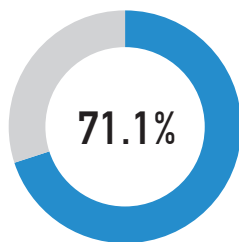
These measures show how well we are doing in areas that matter most to tenants. The results Warwick District Council's TSM's are published below.



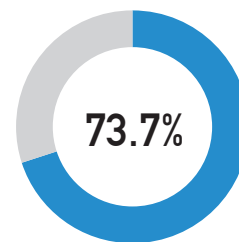
Percentage of tenants who reported that they are satisfied with the overall service from their landlord. (National median score 71.3%)



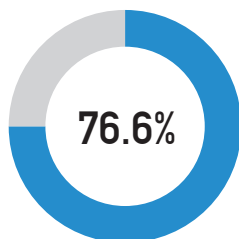
Percentage of tenants who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service. (National median score 72.3%)



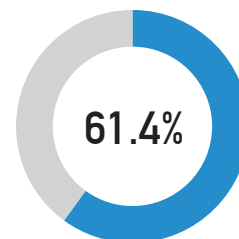
Percentage of tenants who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair. (National median score 67.4%)



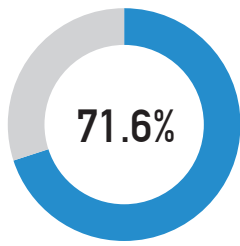
Percentage of tenants who reported that they are satisfied that their home is well maintained. (National median score 70.8%)



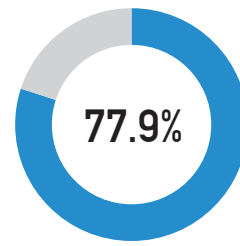
Percentage of tenants who reported that they are satisfied that their home is safe. (National median score 76.7%)



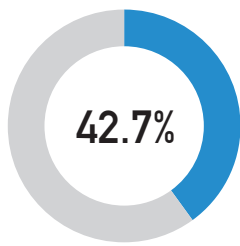
Percentage of tenants who reported that they are satisfied that their landlord listens to tenant views and acts upon them. (National median score 60.4%)



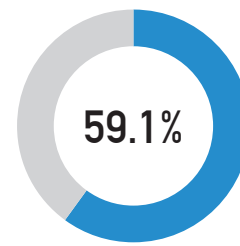
Percentage of tenants who reported that they are satisfied that their landlord keeps them informed about things that matter to them. (National median score 70.3%)



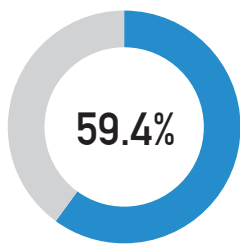
Percentage of tenants who reported that they agree their landlord treats them fairly and with respect. (National median score 76.8%)



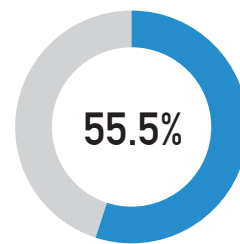
Percentage of people who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling. (National median score 34.5%)



Percentage of tenants with communal areas who reported that they are satisfied that their landlord keeps communal areas clean and well maintained. (National median score 65.1%)



Percentage of tenants who reported that they are satisfied that their landlord makes a positive contribution to the neighbourhood. (National median score 63.1%)



Percentage of tenants who reported that they are satisfied with their landlord's approach to handling anti-social behaviour. (National median score 57.8%)

How we are responding to the findings of the TSM Survey

We did well in many areas, but we need to improve in some, especially handling complaints.

We are committed to improving the satisfaction levels and will take the following actions to achieve this:

- Clearly communicate the TSM findings to both staff and tenants.
- Develop a clear action plan based on the TSM results and findings to improve the scores. The effectiveness of the actions taken will be assessed and shared with tenants.
- As part of the creation of an action plan, work with tenants to better understand the feedback and explore ways of improving the satisfaction levels focusing on key areas for tenants.

These actions set out a clear approach to improving levels of tenant satisfaction and they will be incorporated into the work being undertaken to ensure the new consumer standards are met.

RESIDENT INVOLVEMENT AND SUPPORTING COMMUNITIES

2023/24 has seen the launch of Warwick District Council's Resident Influencing Group (RIG), comprising both residents and members of the WDC Housing Services team, the group now meets regularly to discuss areas including:

- How we manage services
- Our policies on lettings and maintenance
- Addressing anti-social behaviour (ASB)
- How we manage and respond to complaints
- Customer communications
- Ways to effectively monitor tenant satisfaction.

Another key focus over the last year has been about connecting with our customers and communities, and ensuring that our officers are more visible, and available if needed.



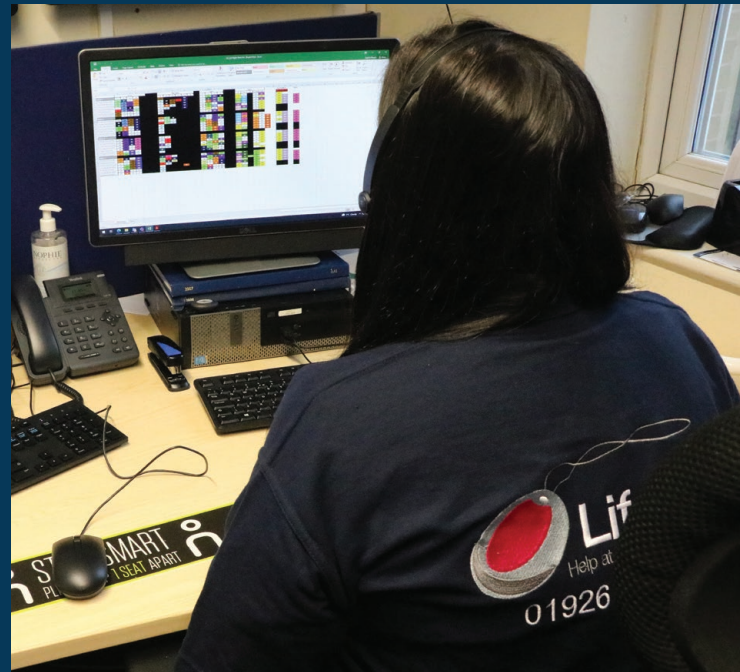


With a growing and aging population, the support of our Lifeline team in giving vulnerable people in our community the confidence they need to stay in their own home is more important and valuable than ever before. During the year the team has:

**Called
1,260
Ambulances**

**Made
760
referrals
for Lifeline**

**Responded to
263
calls for help
from falls**





www.warwickdc.gov.uk