



**NEWARK &
SHERWOOD**
DISTRICT COUNCIL

NEWARK AND SHERWOOD DISTRICT COUNCIL **TENANT ANNUAL REPORT** **2021/22**

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on page 23**

SERVING PEOPLE, IMPROVING LIVES



OVERVIEW OF THE HOUSING SERVICE DURING 2021/22

Looking back, 2021-22 was once again a busy year, recovering from the impact of the pandemic, working hard to refresh the information we hold about your homes to better inform our home improvements programmes, including reducing the use of coal, oil and gas in the heating of homes and implementing our new tenant engagement structure to put tenants at the heart of our services.

The release of the Social Housing Charter and progression of the Social Housing Bill through Parliament is a timely reminder for the District Council to ensure we have the services in place that tenants need and that tenants influence and scrutinise the services we deliver.

LOCAL INFLUENCE NETWORK (LIN) CHAIRS INTRODUCTION

This report has been edited by our newly elected Local Influence Network Chairs. They introduce themselves below:



Dale Shaw

Hi, my name is Dale Shaw and I'm the Chair for the Rural LIN. I have been a Newark and Sherwood District Council (NSDC) tenant since 2019 after being involved in a serious road traffic accident and having to move into an adapted home. I am passionate about using my skills and passion gained whilst working as a Director in the Power and Nuclear Industry to work to improve and help to make better the NSDC housing experience for all living in both a rural location as well as people like me with a disability. I also feel it's important to give a voice to those who are feeling that they are not being heard.



Helen Douthwaite

Hello, I am Helen Douthwaite, I currently live in Southwell and with my family I have been a tenant for 18 years. I have lived in both adapted and general needs properties throughout Newark and Sherwood. I am keen to support tenants and assist them with having their views heard, helping to make a difference. With my life experience, background in customer support and my many years as a tenant, I hope to help tenants have their say and in turn make the tenant experience better for everyone. I am thrilled to be able to have this opportunity and will do my very best to ensure Sherwood tenants have their voices heard and their issues that matter to them acted on.



Richard Tracy

My name is Richard Tracy and I've been a Council tenant in the district since 2003. I got involved with Newark and Sherwood Homes in 2008, before serving on the Board as Tenant Director from 2009 until 2014 and I'm passionate about social housing having lived in it since my early twenties. Since the housing service was taken back into District Council hands, I have been involved in work to improve services across the district with other tenants, staff and Councillors. Now as Chair of the Newark Local Influence Network, my role is to continue to work to improve those services and also listen to the views and concerns of tenants and leaseholders and work with them to ensure that these are heard at the highest level within the Council and that any decisions that are made take into account those views and concerns.

As Local Influence Networks chairs, we will be working alongside Council teams to ensure all of our current and future services meet your expectations and aspirations, and those of our Councillors and the Regulator of Social Housing.

To start this collaboration, we have reviewed a number of service areas during the year and sought your views on where we could improve and scrutinise the quality of what we offer. Over the next few years, we want to see our relationship with the Council as our landlord change - it's an exciting time to be involved and we encourage as many of you as possible to get involved - as much as you wish, to help us to shape the services we have now and in the future. You can get more information by contacting us at **getinvolved@newark-sherwooddc.gov.uk**.

One of our first tasks as Chairs of the Local Influence Networks has been to review the tenant annual report from last year, to see what we felt was good, what needed improving and any additions that we felt tenants may want to know. So, what have we changed in this edition? There is more focus on performance and how complaints are dealt with and providing these in a snapshot if reading the whole report isn't for you.

We would really like to hear your feedback about this latest edition, so if you want to be entered into a prize draw to win one of five £50 Love to Shop vouchers, please let us know what you liked and want to see more or less of by emailing getinvolved@newark-sherwooddc.gov.uk. The terms and conditions are on the last page of this report and the closing date is 30 April 2023 at 10pm.

GET INVOLVED - YOUR WAY!



OUR PERFORMANCE

Area of performance being measured	Performance 21-22	Target 21-22	How this compares against other landlords in the district
Note: STAR (Survey of Tenants and Residents - a telephone survey to a number of tenants selected at random)			
(Best performance given in brackets where available)			
Overall satisfaction with housing services (STAR)	86.6%	90%	Better than others (83%)
Your home - we completed 134 Fire Risk Assessments in 2021-22			
Satisfaction with quality of home (STAR)	85%	90%	Better than others (81.5%)
Satisfaction with safety and security of home (STAR)	91.4%	90%	Better than others (84.6%)
Annual gas safety inspections	99.98%	100%	Worse than others (100%)
Properties with an electrical inspection less than five years old	97.2%	100%	
Your neighbourhood			
Satisfaction with neighbourhood as a place to live (STAR)	91.5%	90%	Better than others (83.4%)
Findings from walkabouts actioned within four weeks	95%	90%	
Satisfied that we listen to your views (STAR)	77%	90%	Better than others (67%)
Number of consultations with tenants on policies or views	7	No target set	
Response to anti-social behaviour (ASB) - we dealt with 156 ASB complaints in 2021-22			
Number of warning notices served	63	No target	
Number of evictions for ASB	2	No target	
Satisfaction with response to ASB	70%	90%	
Our response to complaints			
Number of complaints received	121	No target	
Average time to respond to stage 1 complaints	8 working days	10 working days	
Average time to respond to stage 2 complaints	11.4 working days	15 working days	
Satisfaction with complaint handling	59%	90%	
Lettings/sales - we let 441 homes in 2021-22 (8.5% of homes we have)			
Satisfaction with home moved into	98%	95%	
Time taken to relet homes	27.6 days	18 days	Better than others (29.7 days)
Homes built	61	50	
Homes sold under Right to Buy	22	No target	
Repairs - 18,878 repairs were completed in this year and £12 million spent on existing homes and building new ones			
Satisfaction with repairs	78.6%	95%	Better than others (76.6%)
Repairs completed in timescale	95%	95%	
Repairs completed right first time	93%	98%	

Rent			
Satisfied that rent is value for money	90.1%	No target	Better than others (84.5%)
Satisfied that service charges are value for money	78.8%	No target	Better than others (68.2%)
Current rent arrears (rent not collected)	1.68%	2.3%	Better than others (2.08%)
Tenants evicted for rent arrears	20	No target	





GETTING INVOLVED

What a difference involvement and engagement makes!

Tenant involvement and engagement puts tenants at the heart of everything we do and we want to make sure you have the opportunity (if you want to) to have your say in the housing services you receive.

You can get involved in as much or as little as you would like in whichever way suits you best. This could be through completing surveys, attending coffee mornings, mystery shopping, monitoring the quality of the grounds maintenance service, walking around our estates on walkabouts, assessing new contractors who are bidding to deliver services for us, and joining your Local Influence Network. You can get involved in person, via email or online.

During 21/22, you've assisted us with reviewing some key documents / policies and completing a range of surveys. This involvement provides us with invaluable feedback to change, shape and improve the service we provide, so thank you for your time in helping us!

So, here's the headlines:

Policy/process	Improvements/changes made
Reasonable Adjustments Policy	<ul style="list-style-type: none"> • Clearer contact methods • Ability to have someone act on your behalf (an advocate)
Repairs Policy	<ul style="list-style-type: none"> • Clearer priorities and target times • Clear split on what is the tenant and the District Council's responsibilities around repairs • Consistent language used throughout the policy
Anti-Social Behaviour (ASB) Policy	<ul style="list-style-type: none"> • Clearer process • Increased focus on the victim
Consultation	Improvements/changes made
How to spend efficiency savings from bringing housing services under direct management of the Council	<ul style="list-style-type: none"> • Mediation training for frontline officers to help resolve disputes without legal action • More ASB training for frontline officers • An improved Empty Homes Standard (work we do to an empty home before it is relet again) • Set up a "Starting Well Fund" to help new tenants settle into their homes • Projects that improve energy efficiency of homes
Tenant involvement	<ul style="list-style-type: none"> • Launch of Local Influence Networks for tenants who want to get involved in their local communities
Tenant satisfaction measures - a government consultation on how all landlords will share their performance and tenant satisfaction with services.	<ul style="list-style-type: none"> • A number of recommendations were made, including needing clearer descriptions of the measures
Chatham Court Hub activities	<ul style="list-style-type: none"> • Regular coffee afternoons, Tenancy Officer drop-ins, english speaking lessons, digital training sessions, a gardening club and a range of involvement events

HOW ARE WE PERFORMING?

In March 2022, a total of 545 tenants took part in our Survey of Tenants and Residents (STAR), a telephone survey to a number of tenants selected at random. The results showed us how satisfied you are with our services and where we needed to improve. Overall satisfaction levels were at 86.6% which is good but we will always try to do better. Below are the highlights from this survey and you can find the full details of our tenant satisfaction surveys on our website at www.newark-sherwooddc.gov.uk/housingserviceperformance

Satisfaction with	Newark and Sherwood District Council 2021/ 2022	Newark and Sherwood District Council 2020/ 2021	How we compare with others (using Housemark's UK housing sector data)
Overall services	86.6%	87.5%	83%
Quality of home	85%	85.7%	81.5%
Home being safe and secure	91.4%	93.8%	84.6%
Repairs	78.6%	80.2%	76.6%
Neighbourhood as a place to live	91.5%	90.1%	83.4%
Listening to views	77%	81.8%	67%
Rent value for money	90.1%	90.6%	84.5%
Service charges value for money	78.8%	85.3%	68.2%



Following our STAR survey, we are making a number of improvements:

Anti-social behaviour (ASB)

- We allocated £30,000 to improve the Council's ASB service for tenants.
- Our ASB procedure has been reviewed and mediation training will be given to help our staff support tenants with disagreements and avoid legal action where possible. Additional noise equipment will also be purchased to help respond to and evidence noise complaints quickly and accurately.

Repairs

- Introduction of a pilot scheme to allow tenants to report repairs online at their own convenience.
- A new contract for gas servicing, repairs and replacement heating to improve this service for tenants and remove the need for lots of visits by different contractors.

Complaints and compliments

- £50,000 is being put towards resourcing a strengthened complaint handling and response service – an area you have told us is important to you.
- We also report our complaints performance and learning to our tenants and the tenant engagement board to show transparency and look for areas for improvement.

Every year we compare ourselves against the 'Housing Ombudsman Service Effective Complaint Handling Code', and you can take a look at the full assessment here: <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>. This ensures that we provide clear information on how to make a complaint, share our performance and how to feedback when things go wrong, including giving strict timescales for complaint responses.

Complaints at a glance

Level of complaint	No. of complaints 2021/22	No. of complaints 2020/21	Average time to respond to complaints 2021/22 (in working days)	Average time taken to respond to complaints 2020/21 (in working days)	Target to respond to complaints (in working days)
Overall	121	91	7.7 days	10.1 days	N/A
Stage 1	116	81	8 days	10.3 days	10 days
Stage 2	5	10	11.4 days	8.2 days	15 days

18 complaints (15%) were responded to outside of our target timescales. We are already working towards improving this in 2022/23. We no longer suspend (pause) complaints while we investigate them, even where a complex investigation may be required. Instead, we will respond to the complaint and detail the follow-on action we will take. We will also monitor this to ensure that follow-on actions have been completed. We have amended our systems to remind officers dealing with complaints that a deadline for response is approaching.

Complaint outcomes

	No. of complaints upheld	No. of complaints not upheld	No. of complaints partially upheld
Stage 1	34	44	27
Stage 2	1	3	1
Totals	35	47	28

Most common service areas for complaints

Complaint by service	Number of complaints	Themes
Tenancy and estate management	39	Neighbour issues
Rents and leasehold management services	5	Too few for themes to be apparent
Repairs, empty homes and investment services*	70	Quality of service given Time taken to complete repair Quality of repair Unhappy with contractor

*Repairs, empty homes and investment services received 70 of the total number of complaints whilst delivering 18,637 repairs during the year, meaning less than 0.4% of the total repairs completed fell below the standard tenants expected.

The table below shows a breakdown of these complaints by theme:

Complaint theme	Number of Stage 1 complaints	Percentage of total complaints
Quality of service given	13	11%
Time taken to complete a repair	15	13%
Staff conduct	15	13%
Quality of repair	10	9%
Unhappy with contractor / contractor quality	9	8%
Neighbour issue	8	7%

How are we responding and improving following these complaints?

1. We have revised our tenancy and lettings processes to give more accurate information on when properties will be ready-to-let.
2. We hold regular performance meetings with contractors and require them to have regular talks with their contractors to ensure everyone is working well and in line with our expectations and standards of work.
3. We have reviewed how we deal with damp and mould to include the latest Housing Ombudsman guidance about how damp and mould should be treated and created clear guidance on what will happen when a report is received.
4. Where due, electrical re-wires are now being carried out when homes are empty to avoid further disruption and cost to new tenants.



Are you unhappy with our services?

We are keen to hear from you when our services exceed or fall below the standard you expect from us. You can give us feedback:

🌐 On our website: www.newark-sherwooddc.gov.uk/customerfeedback/

✉ By email: customerservices@newark-sherwooddc.gov.uk

☎ Over the phone: 01636 650 000

📘 Through social media: @NSDCouncil

👤 By letter or in person:

Newark and Sherwood District Council
Castle House
Great North Road
Newark
Nottinghamshire
NG24 1BY

Ollerton Advice Office
Sycamore Road
New Ollerton
Newark
Nottinghamshire
NG22 9PS

If you make a complaint, we will talk to you to understand where our services fell below standard, and what will resolve this complaint. We will:

- Acknowledge your complaint within 3 days
- Respond to a Stage 1 response within 10 working days
- Respond to a Stage 2 response within 15 working days

If we need more time to investigate your complaint, we will let you know, and this will not exceed 20 days without your agreement.

Full details of our Customer Feedback Policy is available on our website at: www.newark-sherwooddc.gov.uk/customerfeedback/ or contact customer services and we can send you a copy in the post.

At any time you can also contact the Housing Ombudsman for advice and guidance, even if your concerns have not been dealt with as a complaint or is still going through our complaints process.

What is the Housing Ombudsman?

The Housing Ombudsman is an independent and impartial service set up to resolve disputes between tenants and leaseholders of social landlords.

The Ombudsman will provide help and advice to tenants and leaseholders and can conduct formal investigations in cases where disputes between tenants or leaseholder and landlord remain unresolved following the completion of the landlord's complaints procedure.

The Housing Ombudsman holds social landlords (i.e. us as the District Council) to account and will intervene if we are not following our own procedures or dealing with complaints in a timely and appropriate manner.

The Housing Ombudsman service is free and can be contacted by:

Telephone: 0300 111 3000 (open 9.15am - 5.15pm, Monday to Friday)

Post: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Email: info@housing-ombudsman.org.uk

Further information is available on its website at www.housing-ombudsman.org.uk

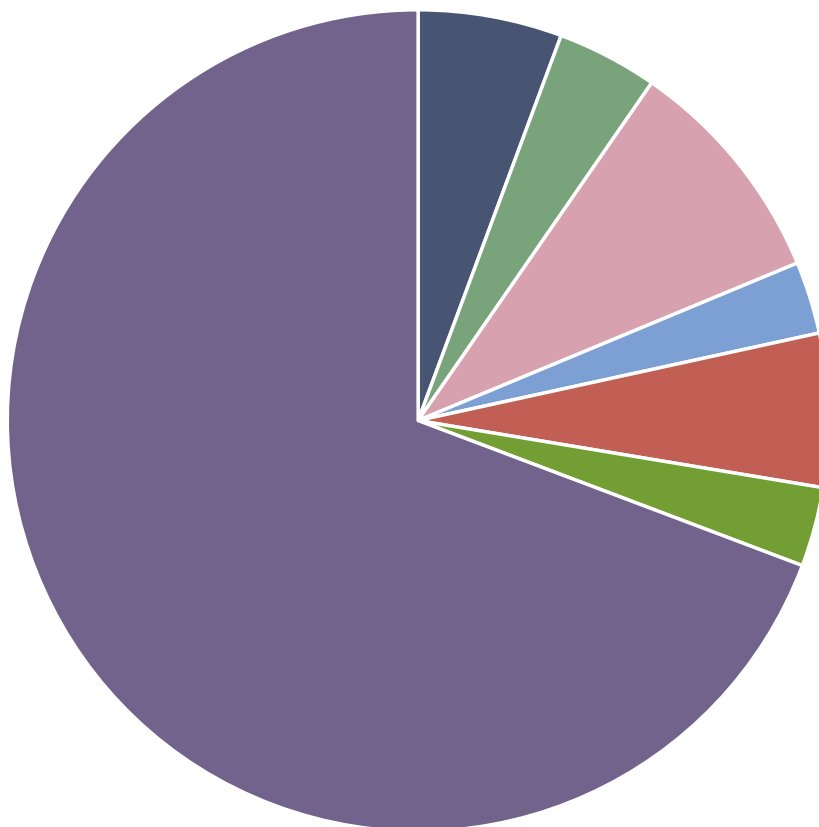


How your rent is spent

The chart below provides a breakdown of how the £24.8 million of income we received in rent payments during 2021/22 was spent:

Future funding for capital expenditure (money to support improvements to homes in future years via investment programmes)	43%
Financing loans (mortgage interest payments for our homes)	17%
Employment costs	15%
Other service running costs	12%
Repairs and maintenance of homes	11%
Managed property running costs (our Housing with Care schemes)	2%

The chart below shows how your rent has been re-invested into existing homes during 2021/22, including £8.3 million invested in building new homes.



- New homes development programme - £8,323,350
- Major and minor adaptations to help people live safely in their homes - £680,476
- New heating systems - £477,114
- Other upgrades - £1,094,036
- Electrical works - £342,005
- Kitchens and bathrooms - £725,431
- Roofing works - £376,014

These budgets were funded through successful grant awards, income from the sale of land and homes (sold under Right to Buy), borrowing and the Council's reserves kept for this purpose.

Rent levels

The average weekly rent for a Newark and Sherwood District Council home is £79.08. This is based on a 52-week social rent* total.

*Social rent is calculated based on a formula set out by the government which takes into account factors such as local property prices and wages. An affordable rent is calculated at up to 80% of the market rent in the area.

How do our rent charges compare with the private sector in Newark and Sherwood?

Size of property	Newark and Sherwood District Council average weekly rent (social rent)	Newark and Sherwood average weekly rent (private sector)
1 bed home	£71.13	£108
2 bed home	£78.35	£134.31
3 bed home	£84.09	£160.15
4 bed home	£91.59	£261

Rent collection

98.63% of rent was collected from tenants during 2021/22, equalling a total of around £24 million. This includes all the rent charged last year and any arrears outstanding from the year before. Our arrears at the end of March 2022 totalled £396,533 - 1.68% of the rent we should collect in a year.

Rent collected on homes	£22,681,567
Rent collected from garages	£122,369
Rent collected from shops	£21,801
Service charges	£1,026,714
Contributions towards expenditure (service charges and payments from other organisations for services)	£1,015,284
Total income	£24,867,735



Our homes

Re-letting our homes

The average re-let time for our homes was 27.6 days against our target of 18 days. This is an improvement on the previous year by four days however, we are still not where we would like to be. We trialled a pilot scheme during the Autumn and Winter of 21/22 where we carried out a number of additional works to empty homes before they were re-let to ensure that tenants, when they moved in, were not impacted by additional work taking place around them.

Feedback from new tenants regarding this pilot has been really positive so it has been adopted and the performance target has been amended to 28 days to reflect this.

Thanks to our new standard, a fantastic 98% of new tenants were satisfied with the home they moved into; listening to your views helped us to achieve this - so thank you!

We let 441 properties during the year with 70% of these being let to applicants in Bands 1 & 2 (in most housing need when measured against our Allocations Policy.)

Here's our letting and waiting list numbers for the past three years:

In 2019/2020, 11% of applicants secured a council home:

Band	Applicants on register	Lettings
1	135	53
2	305	189
3	1,270	110
4	2,333	25
Totals	4,043	377

In 2020/2021 (during the pandemic) 7% of applicants secured a council home:

Band	Applicants on register	Lettings
1	205	63
2	412	138
3	1,599	81
4	2,854	15
Totals	5,070	297

In 2021/2022, 8.5% of applicants secured a council home:

Band	Applicants on Register	Lettings
1	159	82
2	399	176
3	1,691	75
4	2,953	23
Totals	5,202	356

The number of applicants on the housing register is growing year on year and the number of homes we let, whilst increasing back to pre-pandemic levels, is not having an impact. In line with other local authorities across the UK, demand for homes cannot be met from our existing homes provision, even with our new build programme. We will be looking at reviewing the allocation policy and the housing register in 2023/24.

How many homes do we own?

We own 5,538 homes, so during an average year we relet around 8% of our homes.

The below table shows how many homes the council owns:

	Bedsits	Flats	Maisonettes	Bungalows	Houses	Total
1 Bed	7	869		490	9	1,375
2 Bed		545	119	1,289	204	2,157
3 Bed		20	65	99	1,702	1,886
4 Bed		1		1	111	113
5 Bed					7	7
Total homes	7	1,435	184	1,879	2,033	5,538

We currently have 5,202 applicants on our housing register, and during 2022/23 all applicants will be contacted to ensure they wish to remain on the register as well as checking if their housing need has changed.

Building new homes

During 2021/22, we built 61 additional homes across the district, with funding support from Homes England. Our building programme enables us to build homes that the district needs; 17 of the new council homes built this year were bungalows, which are in high demand and the remainder of the homes were built as 1, 2 and 3 bed houses and apartments. This year has marked the fourth phase in our five phase council development programme, with a further 73 homes planned in 2022/23 and 2023/24.



Right to buy

During 2021/22, we received 52 applications from tenants to buy their home. We refused five applications as they didn't qualify, accepted 46 and had one application withdrawn before the application was assessed.

22 homes were sold in 21/22. The average discount given to applicants was £67,707.

Health and safety of your home

Safety checks

In order to ensure your home is safe, we carry out a number of checks each year which includes fire safety, asbestos, gas and other fuel safety checks. In addition, asbestos and electrical checks are completed every five years. Finally, a range of other safety checks are also carried out including legionella (water pipe checks), general inspections to blocks of flats, play park inspections and servicing of lifts.

Throughout the year, Fire Risk Assessments have been undertaken on 134 blocks of flats where they contain an internal communal area. Following these assessments, a number of follow up works were identified. To the end of the year 2021/22, 62% of all these works were completed and the remaining works are currently being undertaken or are programmed in for this year 2022/23. The 'Fire Risk Assessments' are reviewed for each block annually to ensure they continue to meet the required standard.

Two areas for improvement were:

	Performance 21/22	Target 21/22
Annual Gas Safety inspections	99.98%	100%
Properties with an electrical inspection less than five years old	97.2%	100%

We did not achieve 100% in these two checks because tenants didn't give us access to their homes, despite continuing to try and gain access. This resulted in taking legal action to access the property. In 2021/22, we served four new gas access injunctions because we couldn't gain access to do these checks. The number of injunctions was lower this year because the courts had been closed for much of this time and there has been a backlog in cases.

We now have 100 lifetime injunctions in place for those tenants who have repeatedly failed to give us access which means we don't have to go to court again.

Help us keep you safe

As your landlord we have a legal duty to carry out an inspection annually on your heating appliances. It is also in your own health and safety interest, and that of your neighbours, that we carry out these checks to ensure that your heating system is running as efficiently as possible. We will try to make it as easy as possible for you by our contractor(s) giving plenty of notice of the appointment.

If the date or time of the appointment is not convenient, please ring the number on the appointment letter and alternative arrangements can be made. You do not have to be there yourself, as you can arrange for someone on your behalf to be in your home to allow access.

We also carry out inspections of the electrical wiring in your home every five years to check that it is safe. We also inspect communal doors, fire alarms and emergency lighting on a weekly basis.

Please ensure that you keep all communal areas and stairways free of any obstruction in case of a fire and emergency evacuation from the building.

Carbon monoxide detectors

In addition to the inspections we already carry out, in 2022/23 we will install carbon monoxide detectors in all homes that have a gas, oil or solid fuel heating appliance. If you do not already have one or for any reason no longer have one, please contact us so we can fit one for you.

Carbon monoxide is a highly poisonous gas produced by the incomplete burning of any carbon fuel such as natural gas, and can build up in a room when flues, chimneys or air vents are blocked, and this can become deadly to occupants.

It is especially dangerous because you cannot see it, taste it or smell it. It is easy to mistake its effects and symptoms for common ailments: colds, viruses or a hangover. The main symptoms are headaches, dizziness, nausea, breathlessness, collapsing, and loss of consciousness.

Carbon monoxide detectors are designed to sound when the concentration of carbon monoxide in the air is enough to harm you. When detected, an alarm will sound, and it will be loud enough to alert everybody in the house.

If your carbon monoxide detector does start making a sound, if possible, turn off all fuel-burning appliances such as boilers, cookers and fires and then leave your home and call our 'Repairs Call Centre' on 01636 650 000 and press for option 2.



Responsive repairs

From feedback collated in 2021/22, 82.5% of tenants were happy with the overall service provided during your last repair and 94% of you were satisfied with the service in general (collected from feedback from you after a repair).

We now operate a three-category priority system for repairs and have increased the type of repairs we will complete as an emergency, providing a faster service for those repairs that need fixing more quickly. An emergency out of hours 'make-safe' service still operates, with a full repair being made the next working day.

Number of repairs we completed for you

During 2021/22 we completed 18,878 responsive repairs, made up of:

4,360 emergency repairs (Priority 1 - within 2 or 24 hours)
12,248 routine repairs (Priority 2 - within six weeks)
2,270 planned repairs (Priority 3 - within six months)

95% of all repairs were completed within our set timescales and 93% of repairs were completed meeting our "right first time" promise. We aim to improve these figures next year as they are below the challenging target we set ourselves.

How we have improved your repairs service






We used savings made from streamlining services to pilot a new and improved lettings standard as part of providing better services to you. The pilot (which ran for six months) aimed to improve your experience when moving into one of our homes and included decoration preparation as well as providing new tenants with a Starting Well Fun which could be used to provide flooring, decoration and white goods where these were needed to help you settle in and 'start well' with us. The pilot proved successful and was endorsed by our involved tenants to be adopted as the new standard. During the pilot, 98 (43%) new tenants received an allocation from the Starting Well Fund for carpets, decorating materials or white goods and 71 (29%) properties had decoration preparation works carried out.



Investing in your home

We have a long-term plan that sets out when we may need to replace key elements of your home based on the expected lifespan of the fixture:

What to replace	When to replace it
Roofs	After 60 years
Kitchens	After 20 years
Bathrooms	After 30 years
Electrical rewires	After 30 years (but tested every five years)
Boilers	After 15 years (but serviced annually)
Heating distribution systems (gas, oil coal and electrical heating systems)	After 30 years (but serviced annually)
Doors and windows	After 30 years
External repairs / painting	Every six years

-  119 kitchen and bathroom replacements (£725,431)
-  106 electrical upgrades (£352,005)
-  199 new boilers or full heating systems (£477,114)
-  512 external repairs and painting jobs (£102,602)
-  164 properties fitted with replacement doors and/or windows (£80,024)

During 2021/22, we spent £680,476 adapting tenant's homes to better suit their medical needs through:

- £647,510 on 368 major adaptations to support tenants to stay in their homes, for example bedroom or bathroom extensions or the installation of a stair-lift or hoists and,
- £32,966 on 256 minor adaptations to support tenants to live safely in their homes, for example installing key safes and grab rails.

We are looking to carry out condition surveys on up to 50% of our homes in 2022/23. This is a detailed inspection of your home, both internally as well as externally, which helps us assess the age and condition of each property element (such as doors, windows, the kitchen, the bathroom, the roof etc). This not only ensures our homes are being maintained at a good standard but also helps us to plan long term for improvements that might be due in the future.

This survey does not collect information on any outstanding repairs to your home. If you need to report a repair, please report this in the normal way.

Your neighbourhood

Walkabouts and organising estate-based litter picks provide us with a fantastic opportunity to not only engage with tenants across the district but to also ensure your neighbourhoods are safe and clean. By working in partnership with agencies such as the police, we maintain a high level of satisfaction; 91.5% of you told us you were satisfied with your neighbourhood as a place to live.

We pick up a variety of issues on the walkabouts including where the standard of grounds maintenance could be improved, or where we find fly tips or see a resident may be struggling with their homes or gardens - and we always make notes of where the neighbourhood is good too!



95% of issues we found during walkabouts were rectified within four weeks!

On an average walkabout we report two incidents of fly tipping, one streetlight needing repair, seven communal repairs and issue five tenancy breach notices for untidy gardens. Street lighting or potholes are reported through to Nottinghamshire County Council.

We plan to review how we do walkabouts during 2023 so please let us know if you have any ideas on how we can improve, or come and be part of the focus group! You can contact us via getinvolved@newark-sherwooddc.gov.uk for more information.

Anti-social behaviour (ASB)

As well as the good work within neighbourhoods our Tenancy and Estate Team are responsible for responding to and dealing with reports of anti-social behaviour (ASB) and tenancy breaches. During 2021/22 we responded to 156 reports, ranging from noise nuisances to criminal activity - here's a breakdown of the type of reports we received:

Description of ASB	Number of cases
Drug and/or alcohol related nuisance	7
Animal related nuisance	22
Criminal activity	5
Noise nuisance	68
Garden breach	10
Vehicle nuisance	6
Verbal abuse / harassment / physical violence	22
Fly tipping / littering	5
Other	11

Here's the actions we took as a result of the above:

- Extended six introductory tenancies from 12 to 18 months as the tenancy was not breach free
- Served 23 notices for abandonment or suspected abandonment of a property
- Served 63 warning notices for breaches of tenancy
- Served two possession orders: both for continued ASB, drug use and condition of property resulting in the tenants losing their home following court action.

If you're experiencing ASB there are a number of ways you can let us know:

Via our website: www.newark-sherwooddc.gov.uk/asb/
Contacting the Customer Services Team by calling 01636 650 000 or emailing customerservices@newark-sherwooddc.gov.uk

Get involved!

ASB is an area for improvement as satisfaction with this service peaked at 74% during 2021/22 and you gave us 70% satisfaction through STAR. Whilst we've recently reviewed our processes, we know there is more work to do. If you think you can help and support us to improve the service and satisfaction, please get in touch via Getinvolved@newark-sherwooddc.gov.uk



Getting to know you better!

We commenced our two-year programme of getting to know you visits in October 2021. Don't worry if we haven't been to see you yet, we will let you know before we come!

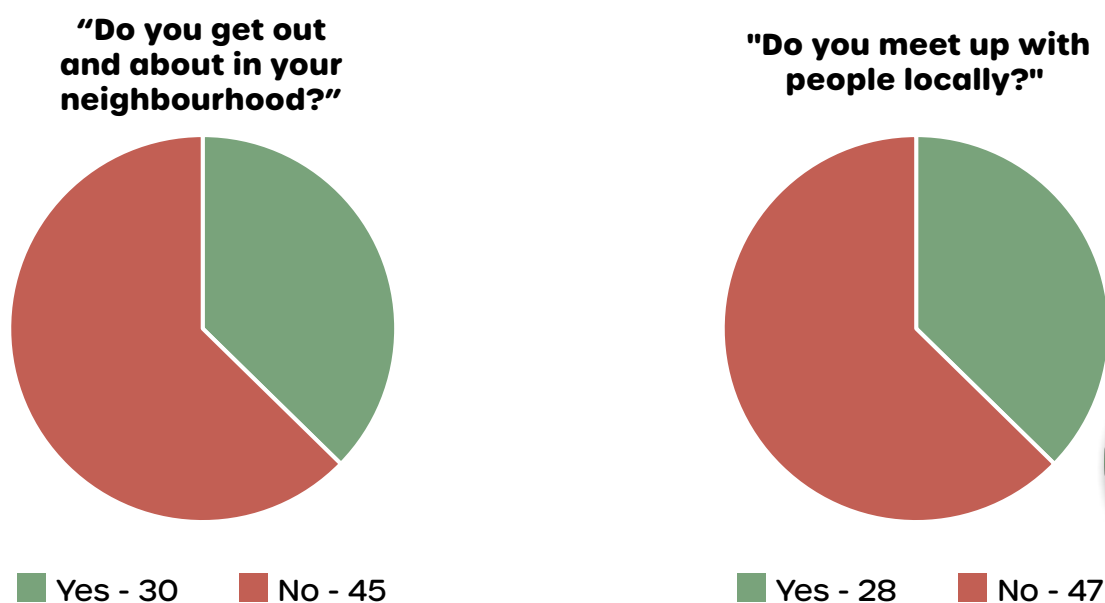
WE AVERAGED 41 VISITS PER MONTH FROM OCTOBER 2021 TO MARCH 2022 AND WE'LL BE DOING EVEN MORE OF THEM DURING THE COMING YEAR!

During the visit, which will last around an hour, we will talk to you about how your home is working for you and your family, pick up any outstanding repairs and work to understand if there is anything you need help with.

Here's a snapshot of the outcomes from the visits we have carried out during one month:

- We supported **five** households with outstanding repairs
- We assisted **two** tenants with registering for a transfer
- We referred **three** households for debt / money advice
- We referred **four** households for 'Occupational Therapy Assessments' as they required adaptations to improve how their home worked for them
- **Two** tenants expressed a wish to become involved with shaping and scrutinising the services we provide
- We provided additional tenancy assistance to one tenant to help sustain their tenancy
- We made **two** referrals to support agencies (drug and alcohol)

The visits have given us food for thought as your feedback suggests we need to encourage more tenants to get out and about locally in their neighbourhoods:



Let us know if you have any ideas or want to work with us to turn the red to green! You can do this by emailing Getinvolved@newark-sherwooddc.gov.uk

Thanks for reading - let us know what you thought about the Tenant Annual Report and have a chance to win one of five £50 Love To Shop vouchers.

Free Prize Draw Terms and Conditions

1. The prize draw is being run by Newark and Sherwood District Council (NSDC).
2. By entering the prize draw you have accepted and are agreeing to these prize draw terms and conditions. NSDC reserves the right to refuse entry, or refuse to award the prize to anyone in breach of these terms and conditions.

Eligibility to enter

3. The prize draw is open to entrants over 18 years of age who are tenants of NSDC.
4. In entering the prize draw, you confirm that you are eligible to do so and eligible to claim any prize you may win.
5. A maximum of one entry per tenancy is permitted.
6. The prize draw is free to enter.

How to enter

7. The prize draw will include those who provide feedback on the Tenant Annual Report from 10th April 2023 up to 30th April 2023 at 10pm. Entries after that time and date will not be included in the draw.
8. To enter the prize draw simply email your contact details (including name and address) and your feedback on the Tenant Annual Report to getinvolved@newark-sherwooddc.gov.uk.
9. NSDC will not accept responsibility if contact details provided are incomplete or inaccurate.

The prize

10. The prize will be one £50 Love to Shop Voucher. There are five prizes available.
11. NSDC's use of particular brands as prizes does not imply any affiliation with or endorsement of such brands.
12. Five separate and individual winners will be drawn at random on 8 May 2023. Each entry is limited to the chance to win one prize only.
13. The prize is non-exchangeable, non-transferable and no cash alternatives will be offered.
14. We reserve the right to substitute prizes with another prize of equal or higher value if circumstances beyond our control make it necessary to do so.
15. The decision of NSDC regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.

Winner announcement

16. The winners will be notified on 15 May 2023 via the email used during submission of feedback.
17. The prize will be sent to the winner by post within 30 days of being notified of their win.
18. NSDC reserves the right to hold void, cancel, suspend, or amend the promotion where it becomes necessary to do so.
19. NSDC must either publish or make available information that indicates that a valid award took place. To comply with this obligation NSDC will send the surname and county of major prize winners and, if applicable, copies of their winning entries, to anyone who contacts us within one month after the closing date stated in condition 7. If you object to any or all of your surname, county and winning entry being published or made available, please contact NSDC. In such circumstances, NSDC must still provide the information and winning entry to the Advertising Standards Authority on request.

Please read our privacy notice on our website: <https://www.newark-sherwooddc.gov.uk/privacynotice/>.



Contact Us

Our residents, tenants and businesses can contact us in a number of ways.

Telephone: 01636 650000 (9am to 5pm, Monday to Friday) **Email:** customerservices@newark-sherwooddc.gov.uk

In person: Castle House, Great North Road, Newark, Notts, NG24 1BY (9am to 5pm, Monday to Friday)
Ollerton Advice Office, New Ollerton, Newark, Notts, NG22 9PS (9am to 12:30pm and 1:30pm to 4:30pm, Monday to Friday)

Most of our services are also available on our website, including a web chat service during office hours: www.newark-sherwooddc.gov.uk

Social media:



/NSDCouncil



@NSDCouncil



@NSDCouncil



@Newark and Sherwood District Council