

ANNUAL REPORT

2022-23

ForHousing 



Hello!

At ForHousing we are united by our purpose to improve lives of social housing tenants. Everything we do has this at its core. Our mission is to provide safe, well maintained homes and deliver customer focused, equitable and efficient services. We always want to do better.

In partnership with Cheshire West and Chester council, we're passionate about challenging inequalities and investing in projects that prevent homelessness, improve health and wellbeing and create job opportunities.

I'm very proud of the progress we've made on delivering real change over the last year and we'd like to thank you for working closely with us. This year our report includes performance against key indicators that are important to you, as well as highlighting areas of achievement and outcomes that positively impact the lives of council tenants.

We're excited to continue working together with you and your landlord Cheshire West & Chester Council to develop the Together with Tenants Charter, to better understand tenant experience and to ensure we're delivering services that are important to you with you playing a part in making your communities great places to live.

Our delivery of the housing management service reached the half way point last year and it was great to see the team celebrate with many of you at our community event. We will continue to provide services in an agile and customer focused way, making sure we always put tenants at the heart of all we do.

Best wishes

Nigel Sedman

Executive Director of Homes

In partnership with



Cheshire West
and Chester

OUTCOMES ACHIEVED TOGETHER

2022 - 2023



Current rent collected as a % of rent owed (excluding void rent loss)
98.57%



Rent loss due to empty properties (voids) as a % of the gross rent (includes void rent loss)
0.44%



Rent arrears of current and former tenants as % of annual rent owed (excluding void loss)
6.85%



Average re-let time (calendar days) for empty properties (voids)
23.61 days



Percentage of emergency repairs completed or made safe within 24 hours.
100%



Average time to complete non-emergency repairs
10.24 days



% of properties with a valid gas safety certificate
100%



% of appointed repair jobs where appointment was kept
98.72%



% of tenants satisfied with the landlord's services overall
98.42%



% of tenants satisfied with repairs and maintenance services
98.18%



% of properties achieving the Decent Homes Standard
99.94%



% of tenants satisfied with the Capital Investment programme
98.43%

Investment

Successfully delivered the Neighbourhood Scheme at Churchill Court, Neston. Held a workshop with **9** tenants, who reviewed the scheme, making a total of **14** recommendations, with **9** of them adopted



Compliance

100% fire risk assessments in low rise blocks of flats completed

100% compliant with all statutory checks



Stable homes

5,494 emergency repairs were completed within the 24-hour target

2,080 repairs reported digitally

92.4% of properties with electrical installations have been inspected within 5 years and with a valid electrical installation condition report (EICR)



Continually learning

80 residents/service users supported to access work, learning and volunteering

136 unique residents/service users involved in formal/informal consultation groups

Repairs

57 kitchens installed



43 bathrooms installed



97 roofs replaced



342 boilers replaced



OUTCOMES ACHIEVED TOGETHER

2022 - 2023



Charitable support

£137,453.11

The ForCheshireWest fund awarded grants to **24** projects - **8,614** people benefited from this grant funded support



Connected

186

volunteer hours given by involved tenants to help shape and improve services

199

hours were recorded under the GIFT initiative, showing where staff have supported the local community

350+

residents attended our 5 year celebration event



Prosperous

99

tenants accessed our free money advice service with **122** tenants still being supported

£985,864

in total of extra income generated for tenants supported by our free money advice service

25

people kept their tenancy with the help of the tenancy support service

Wellbeing support

102

Wellbeing support cases closed with **88** achieving at least one positive outcome.



Digitally able

2,230

tenants have downloaded the MyAccount+ App



Person centred

135

anti-social behaviour (ASB) cases were successfully handled and **91%** tenants who reported ASB were satisfied with how we dealt with their case

Complaints

177 formal complaints received. **0** complaints escalated to Housing Ombudsman. We made **5** positive changes to services and **98%** of tenants told us they were satisfied with how we dealt with their complaint

88

tenants took up the offer of our wellbeing service to support them to live better in their home

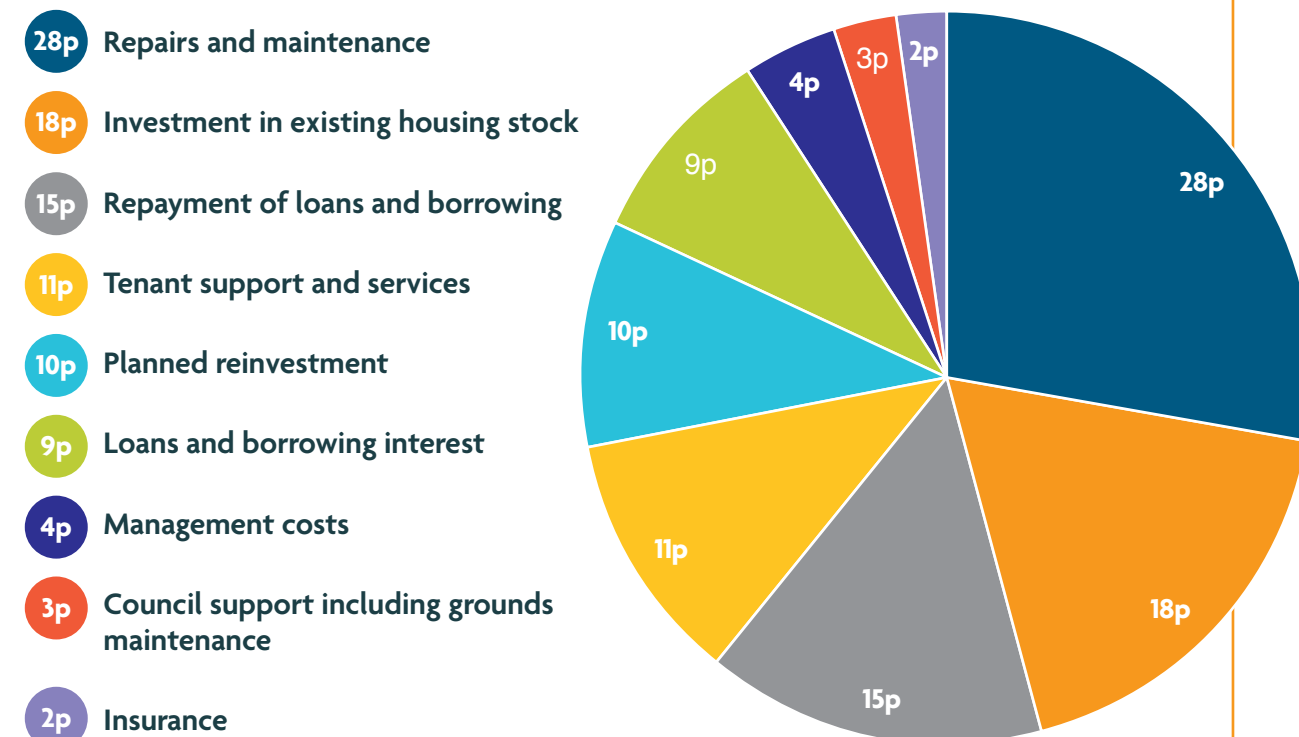
HOW YOUR RENT IS SPENT

Your rent pays for all services, repairs, maintenance and improvements to Council homes.

This includes:

- Support and advice for tenants
- Tenant wellbeing service
- Managing estates and dealing with complaints
- Collecting rents
- Day-to-day repairs
- Improvement to homes, e.g. roof replacement, bathrooms, kitchens, central heating, rewiring, gas, electric and fire safety
- Work on empty properties
- Letting empty properties

The chart below illustrates how every £1 of your rent is spent.



WOULD YOU LIKE TO PLAY A PART IN THE FUTURE OF CHESHIRE WEST AND CHESTER COUNCIL'S HOUSING?

ForHousing

In partnership with
Cheshire West and Chester

BECOME A TENANT BOARD MEMBER

We're looking to recruit four tenant board members to help work with staff from the Council and ForHousing as well as elected councillors.

This is an exciting opportunity for a person interested in housing and keen to help the Council make our communities a great place to live.

Are you:

- Enthusiastic and passionate about making a difference
- Able to commit approximately 2 hours per month
- Able to represent the interests of other tenants

What's in it for you:

- Gives you the opportunity to give something back to your community
- Great experience for your CV and career development
- Lets you meet new people
- Get help with childcare costs when you attend a Board meeting
- Carers expenses contribution
- Travel expenses
- Tablet/laptop including full support costs
- Help with internet costs
- Free attendance of national run events such as Housing Quality Network Tenant Engagement events
- Full training
- TPAS (Tenant Participation Advisory Service) full membership
- £250 shopping vouchers awarded annually at the end of the calendar year (based on tenants 75% attendance of meetings)
- Opportunity to influence, make a difference and shape the services you use.

Would you like to learn more about the role? Register your interest by contacting:

Email: housingstrategy@cheshirewestandchester.gov.uk

Post: Cheshire West and Chester Council, Housing Policy and Strategy,
The Portal, Wellington Road, Ellesmere Port, CH65 0BA

Phone: 0151 356 6410

We will get back to you by 1 August 2023



Keeping in touch

Colleagues from ForHousing can visit you at home or you can drop into our community surgeries.

If you would like to find out more, please visit our website:



www.forhousing.co.uk/cheshirewestandchester/how-to-contact-us/



0300 123 55 22



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If you need this information in an alternative language please call

0161 605 7260

For other formats please call

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