



Andrew Cotton
Director for Housing
and Communities

Welcome tenants and leaseholders, to our first Melton Borough Council Annual Report, specifically designed for you. This report will give you a summary of the Council's performance as your landlord in the last financial year.

No review of last year could ignore the disappointing underperformance of our landlord Health and Safety responsibilities. You may remember that last November the Council agreed to a Housing Improvement Programme, authorising money to be spent on fire safety works and inspections of electrical safety in particular. We would like to thank

tenants for working with both us and our contractors to undertake checks on the gas and electrical installations in your homes. We continue to see big improvements, with our gas servicing in particular, but be reassured your safety is of absolute importance. We are committed to continuing to improve performance in this area and work very closely with members of the Tenant Forum Executive Committee to achieve this.

This report only covers to March 2020 – that seems so long ago now with the Covid-19 crisis that has changed some much since then. As you know, we had to suspend routine repairs and improvements due to Government restrictions, and this means we have a backlog of repair jobs that we are working hard to catch up on – thank you for your patience and understanding. Of course, life does not stand still and it is pleasing to be able to see that improving the quality of the Council's landlord service has been agreed as one of the six top priorities of the Council in the Corporate Plan that was approved in September 2020. By the end of March 2021, we will have new staffing structures in place to deliver on this priority, and a new tenancy agreement and tenant handbook to make clear what your responsibilities are and what you can expect from the Council as your landlord.

We hope you find the content of the Annual Report interesting and informative and wish you all a safe and Happy Christmas and New Year.

Update: How we performed last year

We implemented a housing improvement plan to support works that have been ongoing around to ensure that policies and procedures are up to date and fit for purpose. Key focus has been given to the following areas:



Gas
Safety



Electrical
Safety



Asbestos



Fire
Safety



Legionella

Work has been underway to review our property information and support for this has allowed an investment to be made in to a new housing IT system. This work will continue to improve and develop as part of Melton's housing offer of continual engagement with tenants on service delivery. This is something we are committed to deliver for 2021 – 2022.

What we did in 2019 - 2020

Property



1801

Properties

16
Right To Buy
properties sold



577

Properties
identified for
Housing
supply



28 Right To Buy
applications received

Repairs



1449

Properties
received
repairs



1.13
Million
spent on repairs



193

Void Properties
throughout the
year

47

Void
Properties at
year end



£575,887
Spent on void
properties



345
Non-decent
properties

Tenancy and Income



155

New tenancies started

54 Introductory tenancies
5 Non-Secure tenancies
77 Secure tenancies
19 Garages

£73.78

average weekly rent



98%

rent collected

Customer Services

12618

customer
service calls
received



79%
resolved
effectively



61

Service
enquires/
complaints

100%

Right To Buy
complaints
resolved by
stage 1

4 complaints escalated
to Ombudsman

2021-2022: The future Housing Offer for tenants and leaseholders

Over the next year, we want to work hard to improve the services you receive and the home that you rent from us. To improve the Council's housing stock we need up-to-date information about its condition. From next April, we will be doing surveys on as many properties as possible and we ask in advance you work with us to make sure we can inspect your home. We will also be asking you questions about what you like about your home and neighbourhood, and what you want to see improved. We will then be able to make pledges to you about what works you can expect to see. There's plenty of other things planned for next year, like:

- Formally adopt a new tenancy agreement with a refreshed handbook
- Bring in clear policies and processes to support a new improved housing service
- Continue to focus on tenancy sustainment and provide support to vulnerable tenants

We will take steps to make sure that we make best use of our resources to meet present and future housing need. As part of this, focus will be given to the allocations policy to review and strengthen by continuing to ensure that our homes go to those most in need. We will work hard to deliver new Council housing in the Borough.

We always seek feedback to improve our services. If you are unhappy with the service you receive, do let us know and we will try to put things right. If still unhappy, then you can make complaint to us, please speak to any member of the team for advice on how to make a complaint or email: complaints@melton.gov.uk.

Stay safe; Merry Christmas and Happy New Year.