



Annual Report to Tenants 2010/11



MANAGING YOUR HOMES AND NEIGHBOURHOODS

Our plans for this year include:

- Work with the Tenants Forum to ensure that tenants have greater involvement in estate inspections.
- Review and improve our out-of-hours service.
- Pilot the regular cleaning of communal areas in blocks of flats.
- Introduce Community Harm Statements where we take tenants to court for anti-social behaviour.



your tenancy

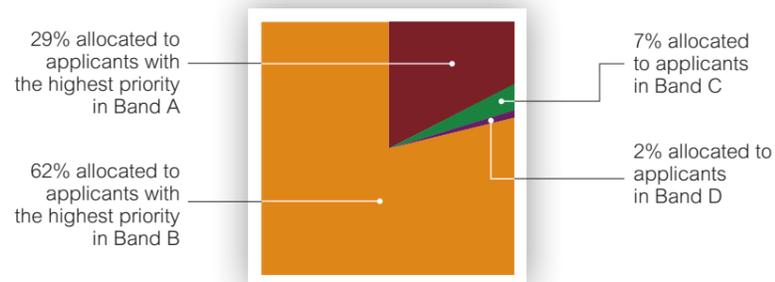
KEYWAYS

In November 2010, we launched Keyways, our new choice based lettings scheme covering Kettering, Corby and Wellingborough.

People who are looking for a home now only need to make one application to be considered for social rented housing across all three local authority areas.

During 2010/11:

- We let 274 council properties.
- These included 45 lettings to existing tenants who wished to move to a new home.
- A further 31 tenants completed mutual exchanges.
- 29% of lettings were allocated to applicants with the highest priority in Band A, 62% to applicants in Band B; 7% to applicants in Band C, and 2% to applicants with the lowest priority in Band D.



HOMEMOVE

For tenants who want to move to a smaller home, our HomeMove service provides practical support and advice.

The Council's HomeMove Advisor helps tenants find their ideal home, organises removals and clearance services, liaises with utility suppliers, and is on hand on removal day to ensure everything runs smoothly.

To make moving much less stressful, a budget of £1,000 is offered to each tenant who is accepted onto the scheme. The majority of tenants choose to spend their budget on home removal and clearance: with the remainder being paid to them as cash.

HomeMove is open to tenants of any age who wish to downsize, although the majority of households that have been supported to move have been over the age of 60 and have moved to sheltered accommodation or flats.

In 2010/11:

- 34 households registered with HomeMove.
- 18 households were helped to move.
- As a result of HomeMove, 8 three bedroom houses, 6 two bedroom houses and 4 flats with gardens were re-let to households who needed a new home.



CASE STUDY HomeMove

Margaret, aged 84, was in poor health and was no longer able to cope with her two bedroom house and large garden. She desperately needed to move.

Our HomeMove Advisor visited Margaret at home and after discussing her options, Margaret decided that she would like to move to sheltered accommodation. We then helped Margaret to find a new home through Keyways.

Sadly Margaret was taken into hospital. The move to sheltered housing now needed to happen quickly

as Margaret could not return to her old home.

Within a week, carpets had been fitted; the clearance, packing and removals had been organised; and health professionals were consulted to ensure all her medical needs were taken care of. Our HomeMove Advisor was also on hand during the moving day to ensure everything went smoothly and ensure Margaret felt at ease.

Margaret has now settled into her new home. She has got her independence back and is enjoying taking part in the social activities at the sheltered scheme. Margaret told us "I couldn't have moved without you".

HOMEMOVE

Our rent levels are set in line with the Government's rent restructuring system.

This seeks to ensure that rents for all social landlords within a particular area are broadly comparable by 2012. As a result, rents for council housing have been increasing above the rate for inflation for several years so that our rents catch up with the rents charged by housing associations.

In 2010/11:

- Our average weekly rent was £67.65
- The average rent increase was 3.06%
- We collected £12.258 million in rent payments from tenants
- We collected another £254,000 in service charge payments from tenants and leaseholders.
- We received £184,000 in Supporting People grants from the Government.



We have continued to improve our performance in collecting rent. Where tenants are finding it difficult to pay their rent, we will provide help and advice but where tenants are wilfully withholding rent, we take decisive action. Last year we evicted 21 tenants for rent arrears – up from 14 in 2009/10.

In 2010/11:

- We collected 98.87% of the rent which was due – up from 98.61% in 2009/10.
- Rent arrears were reduced from £171,935 at the end of March 2010 to £162,845 at the end of March 2011.
- The number of tenants owing more than seven weeks rent was reduced from X to y.

How are we doing? RENT COLLECTION



	2009/10	2010/11
Rent collected as a percentage of rent owed	98.61%	98.87%

How are we doing? TENANTS WITH LARGE RENT ARREARS



	2009/10	2010/11
Percentage of tenants with more than seven weeks arrears	98.61%	98.87%