

Tenant and Leaseholder Annual Report 2023/24



Foreword from Cllr Steve Tuckwell

As a local authority, we are committed to providing safe, secure, and high quality homes for our residents. Over the past year, our Housing Services team has worked tirelessly to ensure our housing stock meets the highest safety standards, while also delivering vital repairs, upgrades, and support services.

This report outlines the significant progress made in key areas such as fire safety, gas and electrical compliance, property refurbishments, and sustainability. The replacement of over 5,000 fire doors, the installation of thousands of energy-efficient boilers and lighting systems, and the continued success of our responsive repairs service are just some of the highlights that demonstrate our dedication to resident safety and comfort.

Tenant engagement remains a priority, and we have introduced new initiatives such as the Localz app to improve communication and transparency in our repair services. The positive feedback

received from residents shows the impact of our efforts to enhance customer service and satisfaction.

We also recognise the importance of supporting our most vulnerable residents. From welfare assistance and tenancy support to tackling anti-social behaviour and helping victims of domestic abuse, our teams have worked hard to provide crucial help where it is needed most.

Looking ahead, we remain committed to making further improvements, including decarbonising homes and investing in redevelopment projects that will benefit our communities for years to come.

I would like to extend my sincere thanks to our dedicated housing teams, contractors, and partners, as well as our residents, whose feedback and engagement help shape the services we provide. Together, we will continue to build a safer, stronger, and more sustainable future for housing in our borough.

Cllr Steve Tuckwell,
Cabinet Member for Planning,
Housing and Growth

Being safe in your home

Fire safety

5 operatives are accredited to the national standard in fire door installation and maintenance.



Hillingdon has 11 high rise buildings with 808 communal doors – **each door is checked every three months** and when required they are repaired or replaced.

We've replaced **5,126** fire door sets across our tower blocks, sheltered schemes and low rise blocks across Hillingdon including:

- **3,211** front entrance doors
- **1,915** communal door sets.

Before



After



Being safe in your home

Gas compliance

99.89% of homes have a valid Gas Safety Certificate.



95.59% of domestic properties have an Electrical Safety Certificate (up to five years old).

Since September 2023, Village Heating Ltd has provided our reactive service for boiler breakdowns:

- **12,418** repairs attended
- **94.63%** of all repairs were attended on time (in Q4)
- **93.17%** were completed on time (in Q4).

2 sheltered housing units received major boiler plantroom and individual flat cylinder upgrades.

In Melrose Close and Balmoral Road, **2** domestic properties converted from gas to air source heat pumps. Five to 10 further properties will be converted this year, with some hybrid systems also being installed (pictured below).



More than 2,000 high efficiency Worcester 4000 series boilers were installed over the last year in homes across the borough. A similar number will be installed this year, vastly reducing the age profile of our domestic boiler stock.

Electrical compliance

Upgraded **9,774** consumer units to fire rated consumer units.

We have installed or replaced mains smoke, heat and carbon monoxide detectors within **9,961** dwellings.

We have installed **more than 12,000** LED energy efficient communal lights, providing emergency lighting within communal areas.



Refurbished or replaced **34** of the 62 lifts within the housing stock.

Replaced the warden call assisted living systems within **21** sheltered housing schemes.

HELP

Repairs



The team of dedicated operatives, along with supporting contractors, attended and completed

9,237 emergency repairs and **31,298** non-emergency repairs.



95% of all repairs were completed right first time.



81.3% of all repairs were completed within target.

93.4% of emergency repairs were completed within target.



Localz App

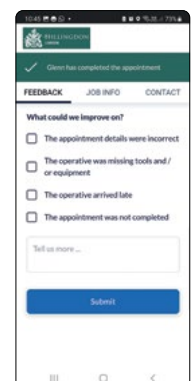
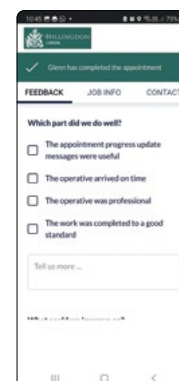
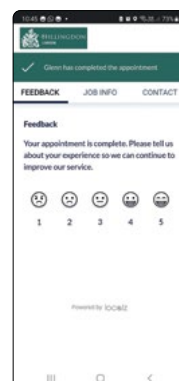
During 2023/24 a new notification service was made available. The Localz app allows you to track the operative on route to the property and give more specific times of arrival on the day of your repair. It also lets residents see where our operatives are on a live map.

Upon completion of works you can provide your own feedback

Your appointment Hillingdon BC J05710 is complete. Your feedback really helps to improve the service - it will only take a minute. <https://s.localz.io/hillingdonpt/nbIVYp?d=f>

about the service via a text message link.

If the feedback is positive, we like to let our operatives know as this goes a long way to maintaining a positive, customer focused approach.



Void properties in 2023/24

Void refurbishment is a critical process undertaken when properties become vacant or are newly acquired, ensuring they are ready for incoming residents.

By completing these steps, we have brought properties up to an optimal condition, providing a safe, comfortable, and welcoming environment for new residents:

- refurbished **514** void and buy-back properties, to be let to new tenants
- carried out mandatory safety inspections
- undertaken repairs and improvement works to the council's required standards



- established a dedicated team of Voids Clerks to assess properties
- recruited contractors to undertake repairs
- completed quality assurance inspections
- employed **4** new contractors with five year contracts.

Supporting residents

Tenancy management and sheltered housing schemes

The Tenancy Management team maintain **more than 13,000** tenancies and leasehold agreements.

Managed **more than 2,300** fixed term tenancies helping tenants sustain their tenancies by explaining the conditions of the agreement and by visiting them to help them settle into their new home and to discuss any problems they may be having.

472 tenancy intervention plans were created to resolve any tenancy agreement breaches, to keep residents in their homes and improve the environment in which they live.

448 amendments to tenancy agreement, adding, removing tenants were the tenancy permits, assigning tenancies and assessing successions of tenancy rights.

70 mutual exchanges helping residents move to the properties that suit their housing needs and address under occupancy and overcrowding.

Managed **more than 800** properties for over-60s,



allowing tenants to remain independent in their homes.

Welfare reform and tenancy support

The Welfare Reform and Tenancy Support team received **1,051** referrals and successfully supported **more than 900** residents in 2023/24, providing resettlement support to **578** new tenants.

The team secured **£638,000** to help vulnerable households, through the Discretionary Housing Payment, Household Support and Hardship grant.

The grants helped residents that were at risk of homelessness due to rent arrears and those that needed help with essential items for their new home.

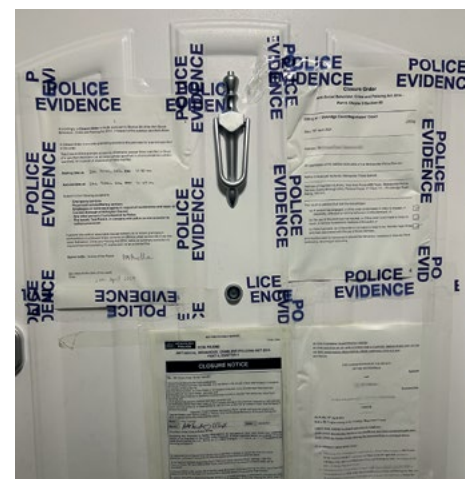
Housing enforcement and domestic abuse

Managed **234** cases where anti-social behaviour was reported.

Supported **76** victims of domestic abuse to live safely and free from harm.

The team successfully closed **206** cases of anti-social behaviour with successful outcomes, including:

- obtaining **4** possession orders
- carrying out **2** evictions, including an eviction of a domestic abuse perpetrator
- obtaining **4** injunction orders
- obtaining **1** closure order to prevent anti-social behaviour and disorder.



Improvement projects

In 2023/24, **around 350** kitchens and bathrooms were replaced.



On average, kitchen renewals can take up to 14 working days to complete where additional works are required.

Kitchens have an expected lifespan of 20 years and bathrooms have an expected lifespan of 30 years.

Windows

In 2023/24, double glazing was replaced at **34** properties across the borough.



Adaptations

Total number of grants approved in 2023/24	382
Total number of properties adapted in 2023/24 (owner occupiers, housing associations, private tenants, and council housing tenants)	302
Number of grants completed in 2023/24 where the disabled occupant was aged 17 or under	36
Number of grants completed in 2023/24 where the disabled occupant was aged 18 to 65	137
Number of grants completed in 2023/24 where the disabled occupant was of pensionable age (66 and over)	129

Decarbonising our properties

Completed energy efficiency works in **133** homes, increasing Energy Performance Certificate (EPC) rating to 'C' in all properties.

Utilising government grant funding to improve the energy efficiency of our council stock (Wave 1). This included:

- loft insulation



- external wall insulation
- cavity wall insulation installed
- A++ double glazed uPVC windows and doors
- replaced canopies
- improved ventilation.

How your landlord is performing

Income collection



Local authority rent arrears 2023/24	All dwellings
Current tenants' cumulative arrears of rent (excluding arrears of council tax)	£3,316,645.06
Former tenants' cumulative arrears of rent (excluding arrears of council tax)	£1,290,265.89
Rent arrears written off in the Housing Revenue Account (HRA)	£356,731.24
Total value of rent roll	£75,375,356.12
Rent reductions and refunds	£271,040.45
Rent loss on void dwellings	£1,278,218.54
Rent collection rate	97.08%

Finance

HRA balances as at 31 March 2024	£m
HRA general balances	15.10
HRA earmarked reserves	6.80
Major repairs reserve	3.19
Total HRA balances	25.09

HRA capital funding	£m	%
Capital receipts	6.47	11
Capital grants and contributions	4.42	7
Borrowing	27.85	45
Major repairs reserve	22.73	37
Total	61.47	

HRA capital expenditure	£m	%
Major projects - new builds and acquisitions	37.84	62
Works to stock on existing properties	23.63	38
Total	61.47	

Call centre call handling figures: April to June 2023

Service Area: Housing Needs (HN)

Contact reason	Incident count
HN CW - Updating case file for case worker	1,329
HN LO - Housing Register query	288
HN GI - Customer terminated the call	216
HN PC - Progress of Locata app	201
HN GI - Signposted to named organisation	198

Service Area: Housing Tenancy and Estates Services (TS)

Contact reason	Incident count
TS - Info for housing officer	269
TS - TNT Rent account balance query	181
TS - Call transferred - Rents Back Office	97
TS - Office address/email address	80
TS - Right to Buy	56

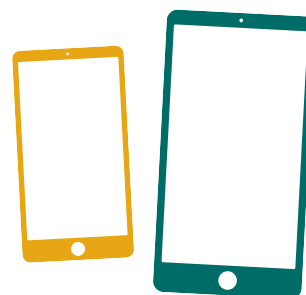
Service Area: Housing Repairs

Contact reason	Incident count
RE - Contractors	819
RE - Plumbing - New request	704
RE - Tenants responsibility	400
RE - Carpentry - New request	262
RE - Call transfer - Quality Heating	243

Call centre call handling figures from August 2023 to March 2024

Case sub-type	Count
Housing repairs	11,966
Homelessness	8,620
Self assessment	2,878
Waiting list	2,841
Tenancy and rents	1,973
Call transfer	1,778
Housing services reception	1,098
Housing other/errors	211
Garages	87
Change of circumstances	23
Application form	1

Please note our call handling recording system changed part way through the year. This was due to the software no longer being supported by the provider.



Lettings

- 250 social housing lets
- 191 shortlife lets
- 27 Registered Social Landlord lets

All our lets were relet within 48 hours of being with the allocations officers.

The team have been supporting multiple decant projects to move households into their new homes to support multiple redevelopments, including the major regeneration project at Hayes Town Centre and Avondale Drive.



Downsizing figures

In 2023/24, **40** tenants were assisted in downsizing to more suitably sized accommodation.

We were able to offer an additional **40** family sized properties to those in need.

Find out more at www.hillingdon.gov.uk/downsizing.



Compliments and complaints

Number of formal complaints (total for Housing Services)	1,122
Number of Stage 1 and Stage 2 complaints	203
Number of Stage 3 complaints	0
Number of Ombudsman enquiries	6
Number of compliments	88

Resident Engagement

The focus was to deliver on the Resident Engagement Strategy Action Plan 2022-25.

To support the delivery of the action plan, the Customer Engagement Team organised **43** engagement activities plus **9** partnership events.

4,156 residents participated in the various activities.

Target audience included:

- carers
- older people
- parents and children
- leaseholders
- residents living with a disability
- residents with a language barrier
- tower block tenants and leaseholders
- social housing tenants including temporary accommodation tenants
- tenants' and residents' associations/community groups.

Engagement activities

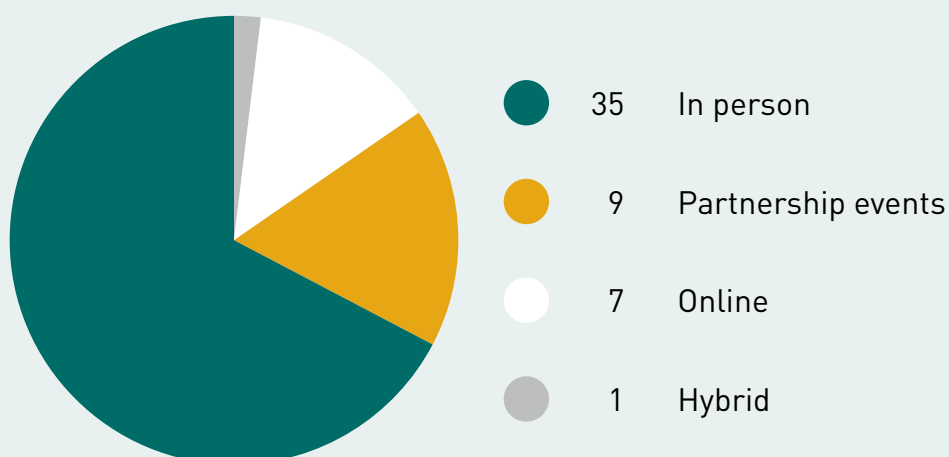
Satisfaction of Tenants and Residents (STAR) Survey


During 2023/24, we carried our STAR survey with residents in a variety of ways.

The survey closed on 31 March 2024 and 1,667 responses were received. The results are as follows:

Tenant Perception Measure	Percentage of residents satisfied (%)
TP01 Overall satisfaction	50.69
TP02 Satisfaction with repairs	45.61
TP03 Satisfaction with time taken to complete most recent repair	40.26
TP04 Satisfaction that the home is well maintained	48.40
TP05 Satisfaction that the home is safe	52.82
TP06 Satisfaction that the landlord listens to tenant views and acts upon them	22.26
TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them	33.92
TP08 Agreement that the landlord treats tenants fairly and with respect	44.36
TP09 Satisfaction with the landlord's approach to handling complaints	23.50
TP10 Satisfaction that the landlord keeps communal areas clean and well maintained	51.31
TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods	43.14
TP12 Satisfaction with the landlord's approach to handling anti-social behaviour	22.93

Number of activities/events completed



If you would like to receive this information in another language, please contact us on  01895 277038.

اگر آپ یہ معلومات کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم سے ٹیلیفون 308 277 01895 پر رابطہ کریں۔

Urdu

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01895 277 038 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Punjabi

જો તમે આ માહિતી બીજી ભાષામાં પ્રાપ્ત કરવા માંગતા હો, તો કૃપા કરીને અમારો સંપર્ક કરો ટેલિફોન 01895 277 038

Gujarati traditional

यदि आप यह जानकारी किसी अन्य भाषा में प्राप्त करना चाहते हैं तो कृपया हमसे टेलीफोन 01895 277 038 पर संपर्क करें

Hindi

Hadii aad rabto macluumaad dheerad ah, oo habkale loo dhigey fadlan nala soo xidhiidh nambarka 01895 277 038

Somali