

# Milton Keynes Council

Housing Annual Report  
2010/11

[www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

## Contents

	Page
• <b>Introduction</b>	<b>3</b>
• <b>National and Local Standards</b>	<b>7</b>
• <b>The Standards</b>	
○ Customer service and choice	8
○ Resident involvement	11
○ Diversity	14
○ Planned maintenance	16
○ Repairs and maintenance	19
○ Housing allocations	22
○ Rents	24
○ Tenure	26
○ Neighbourhood management	28
○ Local area co-operation	30
○ Nuisance and anti-social behaviour	33
○ Value for money	36
○ Home ownership	40
○ Complaints	42
• <b>How have we done?</b>	<b>45</b>
• <b>Contact Details</b>	<b>49</b>

## Introduction

Welcome from Jane Reed, Assistant Director of Housing and Community Group

I am delighted to present to you our Annual report for 2011/12. This is our second year of producing a report covering the key aspects of the council's housing service. It tells you how we are performing, whether we kept our service promises from last year and what improvements we want to make this year. It also describes the **Local Standards** that we set with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards.



The report is set out using the government's structure of National Standards. These standards were set for all social housing landlords in 2010 after a period of national tenant consultation. Each standard is split into sections dealing with specific parts of the housing service of most importance to tenants. Details of each of the national standards are shown on page 7.

We have produced this report with the help of tenants. During June, July and August the Tenants' Communications Group met many times to help us develop the content and the appearance of the report. See what they have to say on page 6. If you would like to get involved in producing next year's report and other housing publications, contact the Resident Involvement team on 01908 679250.

### What is the housing service?

Our service:

- Provides access to housing and gives advice about the housing options available.
- Is your landlord, managing council properties.
- Works with other groups to meet housing needs in the future.
- Delivers and supports housing related services such as Private Sector Housing and Supporting People Services.

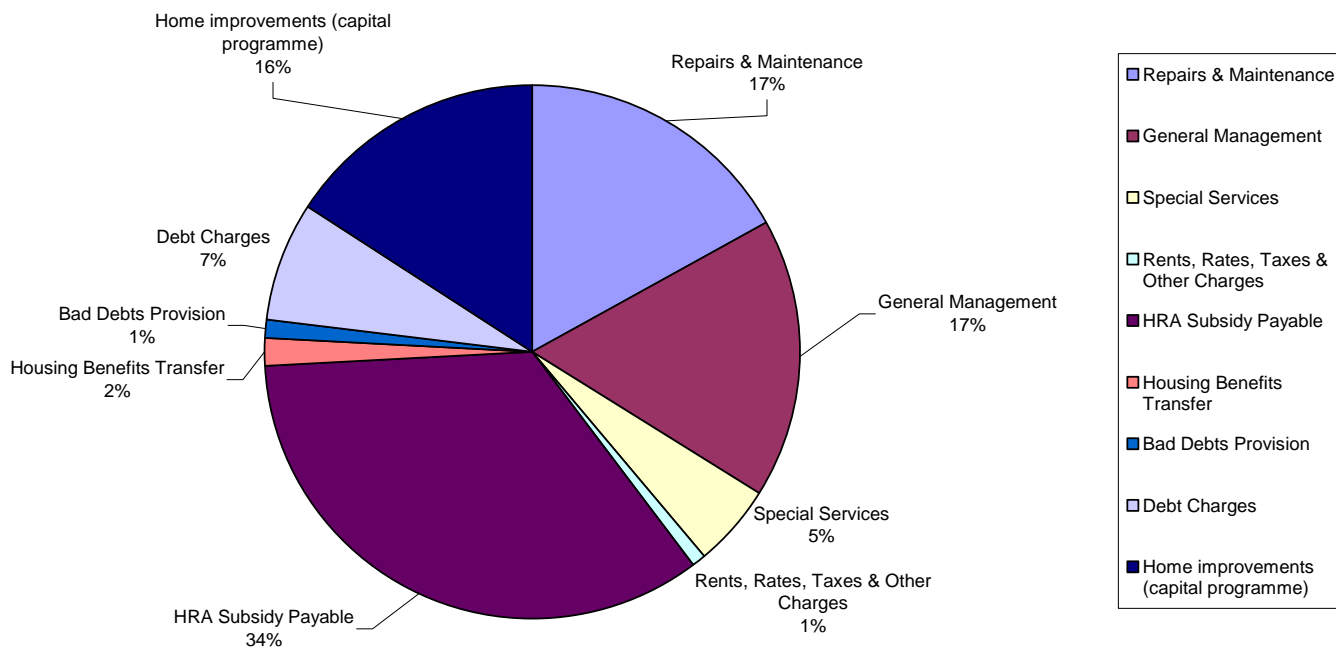
### Looking forward

We are already half-way through the year, so a lot of what we want to achieve is already underway. Here are some of our main aims:

- Achieve greater value for money for all services and particularly for Building Services, through our Working Better Together initiative.
- To review how our housing management service is delivered and to make changes to improve the quality of this service.
- Work with partners to deliver a supply of housing that meets the needs of applicants.
- Ensure that Regeneration initiatives in specific areas continue to deliver improved outcomes for the residents.

## What your rent pays for

### HRA Revenue & Capital Expenditure 2011-12



HRA = Housing Revenue Account.

#### **Home improvements (Capital Programme)**

Spend on the Decent Homes programme, Heating System Replacements, major Asbestos works, Major Urgent Failing Components.

#### **Repairs & Maintenance**

Expenditure on responsive repairs and planned maintenance to properties, repairs to void properties, asbestos works, gas appliance servicing, structural surveys and works.

#### **General Management**

Managing the housing stock, for example, area offices, rent income management, leaseholder management, tenant participation/involvement, voids and lettings management.

#### **Special Services**

Landscaping costs, utilities, insurances, sheltered housing.

#### **Rents, Rates, Taxes and Other Charges**

Paid by the authority rather than tenants. For example, Area Offices, Tenants Resource Centre, Hostels.

#### **Housing (HRA) Subsidy Payable**

This is the amount payable to central government to meet the shortfall between the government's expected level of expenditure and income on the Housing Revenue Account.

#### **Housing Benefits Transfer**

Some of our rents are higher than the government housing benefit cap, the difference covered by the HRA (our rent levels are set by government).

#### **Bad Debts Provision**

This is a provision for non-payment of HRA debts.

#### **Debt Charges**

These are the charges for the assets held by the HRA e.g. repayment of and interest on debt, debt management costs.

## **Scrutiny and Performance Improvement**

We want to make it easy for tenants to find out about how we are performing and to challenge us about what we do. We can make changes to the service when tenants tell us where we are not doing so well.

We hold four meetings a year called 'Scrutiny' meetings and they focus on key housing services. Housing staff responsible for these services come along and answer questions about performance and their improvement plans for the future. These are informal meetings and all tenants are welcome. If you would like to find out more, contact the Resident Involvement team on 01908 679250.

I would like to welcome all the new tenants who have joined us this year. We have 4 meetings a year to get feedback from you about the way we deal with housing applicants and people moving in. We make changes to the way we do things when we hear about your experiences. If you have got involved in giving us this feedback, thank you very much.

We also encourage tenants to get involved in the Council decision-making process. These are open meetings which discuss important housing decisions and contributions from the public are welcome. Again, contact the Resident Involvement team for more information.

In addition to all this we are improving our Performance webpage so that you can easily see how we are doing and you can make comments and ask questions. Have a look at the page at [www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

### **And finally.....**

I hope that you find the information in this report interesting and useful. If you have any questions, as a result of what you have read in this report, please get in touch with me – you can e-mail me at [jane.reed@milton-keynes.gov.uk](mailto:jane.reed@milton-keynes.gov.uk).

## Introduction from Councillor Peter Geary, Cabinet Member for Housing

Milton Keynes is a vibrant, exciting and fast-growing place with unique challenges. The council is the largest provider of social housing in Milton Keynes so will take the lead in delivering high quality, value for money services.

This is an exciting time for the council's housing team - they are responding positively to the challenges, and opportunities, presented by Localism and by self-financing. These changes will have far-reaching impact on the service. On top of this they are radically redesigning the service so that it focuses clearly on meeting the needs of tenants.



My vision is that all our citizens are able to access good quality housing and enjoy a good quality of life in safe and attractive neighbourhoods. I am confident that by working together we can deliver these goals.

The council wants to be open about how it performs and this report is part of our approach that welcomes and encourages questions and challenges. I hope that you find it useful and that if you do have any questions you will get in touch.

## Message from the Tenants' Communications Group

We welcome the opportunity to shape and influence this year's Report. We are disappointed that the report is not as attractively presented as last year and that not every tenant will receive their own personal copy. We realise that budget cuts have an impact across all council services and that last year's calendar did appear extravagant, even though in fact its total cost was only 67p per copy, and that includes the postage and packing! We have therefore accepted that this year's report is more economically produced.

We know that access to the internet among council tenants is low and so we wanted to make sure that tenants could access the information in this report in other ways. If you want your own copy of the report please call in or contact the housing team on 01908 252937, call the Resident Involvement team on 01908 679250 or e-mail [get.involved@milton-keynes.gov.uk](mailto:get.involved@milton-keynes.gov.uk).

We hope that you find the report useful. If you would like to join us on the Communications Group, or get involved in any other way, please get in touch by contacting 01908 679250.

## National and Local Standards

### National Standards

National Standard	Made up of:	This is about:
Tenant involvement and empowerment	<ul style="list-style-type: none"> <li>• Customer service, choice and complaints</li> <li>• Involvement and empowerment</li> <li>• Understanding and responding to the diverse needs of tenants</li> </ul>	<ul style="list-style-type: none"> <li>• How we deal with complaints, service choices, information and communication.</li> <li>• How you can have a say in decisions and service standards. Also how to check on our performance.</li> <li>• Treating everyone fairly and with respect.</li> </ul>
Home	<ul style="list-style-type: none"> <li>• Quality of accommodation</li> <li>• Repairs and maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• How we plan to keep your homes up to standard in the future.</li> <li>• How we maintain your home.</li> </ul>
Tenancy	<ul style="list-style-type: none"> <li>• Allocations (housing options)</li> <li>• Rents</li> <li>• Tenure</li> </ul>	<ul style="list-style-type: none"> <li>• How we meet people's housing needs and make the best use of our available housing.</li> <li>• Setting rent levels and giving you information.</li> <li>• Giving people the right tenancy and keeping communities as stable as possible.</li> </ul>
Neighbourhood and community	<ul style="list-style-type: none"> <li>• Neighbourhood management</li> <li>• Local area co-operation</li> <li>• Anti-social behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping the areas where you live clean and safe.</li> <li>• Working with everyone to promote social, economic and environmental well-being.</li> <li>• How we prevent and stop anti-social behaviour.</li> </ul>
Value for money	<ul style="list-style-type: none"> <li>• Value for money</li> </ul>	<ul style="list-style-type: none"> <li>• How we use our resources to provide cost effective and quality services</li> </ul>

### Local Standards

We consulted tenants about local standards during 2010/11 and these are listed in each of the following sections. We will be reporting how well we are doing against them during 2011/12 through our Tenants' Performance Scrutiny group and performance will be published on our housing performance pages: [www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

# Customer service and choice

We published 4 editions of MK@HOME in 2010/11 and sent it to every council tenant, shared owner and leaseholder in Milton Keynes

Our customer service pledge is to listen to you and to understand your needs. We will then do our best to make sure we meet your needs first time. If we cannot meet your needs we will be honest with you and clearly explain the reasons to you.

We provide you with information about our services through our newsletters, leaflets, open meetings and internet pages. We publish a wide range of leaflets which are available in many different languages and formats (such as large print and Braille) to ensure that everyone has access to our services.

Do we meet the national standards set for all social landlords?

**1. We must communicate with you in a way that is easy to understand. Information we give you must be relevant, useful and provided at the right time. This will be about:**

- **How to access the service**
- **Local standards of service**
- **Housing performance against the standards**
- **Choices of services that are available to you**
- **The progress of repair works**
- **Communicating with you and getting feedback**
- **The rights and responsibilities of the tenant and the landlord (Milton Keynes Council)**
- **How you can get involved, and how you can check on services**

We use MK@HOME, LiveMK, leaflets, meetings and the internet to give information about all these aspects of the service. Some information, such as the progress of repairs, and the choices available to you is accessible by telephone.

We can assist you in understanding information according to your needs. So, for instance, we can arrange translations of documents or we can arrange for a 'signer' in an interview.

Did we keep our service promises last year (2010/11)?

**1. We want to improve all of our services so that they meet our customer service pledge.**

We are continually reviewing, changing and improving our services.

For example –

- Working with Mouchel and our contractors MITIE we have changed the way repairs are carried out. This has reduced the repairs completion time and increased tenant satisfaction.
- We have looked at the demand for our housing management service and changed the way we work so that most enquiries can be dealt with straight away. More complex requirements are dealt with by a specialist officer.

**2. We will be developing local standards with tenants over the coming months**

We have done this and local standards are now in place (from 1/4/11). See page 10 for details of the local standards for Customer Service and Choice.

**3. We would like to improve how we present performance information and encourage feedback on the web and elsewhere.**

We have set up a Tenants' Performance Scrutiny group that looks at, and challenges, housing performance in key areas, such as rent collection and repairs. This is a meeting open to all tenants. We also regularly present information to our MKC Tenants' Group and Housing Services Forum. Again these are open meetings. We are continuing to develop our website to make it more accessible. Performance information is also made available on our housing web pages. To view click on: [www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

**4. We want our contractors to give more feedback to tenants about the progress of their repairs, and when improvements will take place.**

There have been huge changes in the way that we carry out repairs over the last year. The focus now is to get the repair 'right first time' and the customer feedback we have so far confirms that this is happening. Because of this service improvement we do not need to give tenants an update about the progress of their repair.

**5. We will develop our Facebook page to encourage involvement from more people.**

We do use Facebook but there is more development potential in this area.

**6. We will install computer 'kiosks' in each of our local housing offices so that tenants can access information about the council, and about employment opportunities, etc.**

This was completed in December 2010.

## Your local standards for Customer Service and Choice

We set these up after discussions with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards.

For more details visit [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

<b>Your local standards</b>	<b>How we will measure this</b>
We will offer you a walk-in service so that you are seen by a member of staff at any time within our published opening hours. If you need a home visit then we will make an appointment with you at a mutually convenient time. If you need to see a specific member of staff then it will depend on their availability and may be at a later date.	By customer satisfaction survey.
We will offer a range of options for you to contact us including: telephone, office visit, home visit, e-mail and post.	This is a statement listing all the options available to you.
We will offer you a number of ways to pay your rent and charges including: over the telephone, direct debit, standing order, using a rent card at a wide range of locations and by post.	This is a statement listing all the options available to you.
We will deal with your enquiry politely and with courtesy, respect, sensitivity and tact.	By using a customer satisfaction survey and by looking at the complaints and compliments that we receive.

## What are our service promises for this year (2011/12)?

- We will continue to trial new and different ways of working so that the service more effectively meets the individual needs of the tenants.
- We will make more use of immediate customer feedback about service quality by making telephone calls to tenants who have recently experienced the service.
- We will carry out a large scale tenant satisfaction survey to ask whether tenants are happy with the communication methods we use.

### Contact details

Our Resident Involvement Manager, Simon Aslett, is leading on customer service. You can contact Simon on 01908 679250 or e-mail [simon.aslett@milton-keynes.gov.uk](mailto:simon.aslett@milton-keynes.gov.uk)

For repair issues contact 0800 035 4466 (freephone)

For housing service issues contact 01908 252937

For communication and getting involved contact 01908 679250

See our website to find out more:

[www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

See how the team are performing by visiting:

[www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

# Resident involvement

We support 15 resident groups in Milton Keynes

We want you to get involved so that you can help us improve the housing service and make your community a better place to live. There are loads of ways to have a say and get involved – it doesn't take up lots of your time and you can really make a difference. See our website or contact the Resident Involvement team to find out more.

Do we meet the national standards set for all social landlords?

**1. We must talk to you about key housing services and set standards based on what you tell us.**

During 2010 we talked to you about key housing services and set housing standards with you. You can see all the agreed standards at [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement) and they are also listed within each of these sections.

**2. We must check on these standards and tell you how we are doing. You can challenge us about our performance.**

We tell you how we are performing on our website [www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

Information is also put in MK@HOME and reported at our open meetings. In addition we run meetings every 3 months called the Tenants' Performance Scrutiny Group where you can challenge us about performance in key areas such as repairs.

**3. You will help us review these standards.**

When a review of standards is underway we will give you lots of opportunities to comment on and change them.

**4. We will tell you if we are planning any big changes to the way we run the housing service.**

We commit to do this, using MK@HOME, online and / or by writing to you.

Did we keep our service promises last year (2010/11)?

**1. We promised to talk to tenants about how we will improve the housing stock when 'decent homes' work is finished.**

Yes, we started talking to tenants about this in March 2011. This is called the Asset Management Strategy and tenants had the opportunity to make comments during April, May and June 2011. The Strategy is still developing and will be presented to Cabinet in January 2012.

**2. We promised to improve how we assess satisfaction with our anti-social behaviour service.**

Yes, surveys are in place and we are continuing to make improvements in this area.

**3. We promised to improve how we involve tenants in the rent collection service.**

Yes, we held a Tenants' Performance Scrutiny meeting in September 2010.

**4. We promised to increase tenant involvement in developing the service**

Yes, we worked closely with tenants to set local standards for the housing service.

**5. We promised to assess how effective our resident involvement activity is.**

Yes, and we are still working on this. We are developing what is called a 'balanced scorecard'.

**Your local standards for Getting Involved**

We set these up after discussions with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards.

For more details visit [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

<b>Your local standards</b>	<b>How we will measure this</b>
We will tell you about events, services & how you can get involved.	Articles in MK@HOME, keep the internet up to date, monthly newsletters to 'involved' tenants.
We will hold 8 open meetings a year and survey the Tenants' Voice group twice a year.	Number of meetings held and surveys carried out.
We will run a Tenants' Communications Group and a Building Services Tenants' Group.	Number of meetings held.
We will hold 4 meetings a year when tenants can scrutinise housing performance.	Number of meetings held, and the changes made.
We will give you training and other support to help you get involved.	Number of people using the Tenants' Resource Centre & the number of training courses provided.
We will support local residents' associations.	Satisfaction of resident associations with the support provided, measured by a survey.

**What are our service promises for this year (2011/12)?**

- To deliver local standards as promised (see above). This means we will meet the standards of service agreed with our tenants.
- To deliver the Housing Annual Report (this report) in October 2011. This tells tenants how we have performed and our plans for the coming year.
- Continue talking to tenants about:

- their spending priorities after 'decent homes' so that the limited resources we have are spent to meet the needs of tenants where possible.
- how we deal with anti-social behaviour so that we can learn from our tenants' experiences and improve how we do things.
- how to involve tenants more in rent collection issues.
- Involve tenants in changes to the Housing Revenue Account (HRA). We are keen that tenants are aware of these changes and help us shape the new financial regime.
- Involve tenants in responding to the proposals contained in the Localism Bill. There are many important implications for the housing service in the Localism proposals. It is important that tenants and residents are aware of this and get the chance to have their say.
- Involve tenants in reviewing how we deliver estate services. This will help us ensure that any new ways of delivering the service are meeting the needs of tenants.
- Carry out a satisfaction assessment of the service. A large-scale satisfaction survey is overdue and helps us get a picture of how people experience the service.

### **Contact details**

Our Resident Involvement Manager, Simon Aslett, is leading on resident involvement. You can contact Simon on 01908 379250 or e-mail [simon.aslett@milton-keynes.gov.uk](mailto:simon.aslett@milton-keynes.gov.uk)

The Repairs Service Centre can be contacted on 0800 035 4466 (freephone)

For housing service issues contact 01908 252937

For communication and getting involved contact 01908 379250

See our website to find out more:

[www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

See how the team are performing by visiting:

[www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

# Diversity

We want all our tenants to be treated fairly and with respect. This means that, whatever your background, you will receive the level of service that is individually tailored to meet your needs.

It is very important for us to know about our tenants so that we make sure our service meets your needs. It will help us to provide the service that is right for you if we know your:

- age;
- gender;
- ethnic background;
- sexuality;
- faith;
- whether you have any disabilities.

Here are some examples of why we need this information:

- If English is not your first language we can arrange for a translator to be available when we talk to you.
- If we know that you have mobility problems we will allow more time for you to answer the door when we visit you.
- If you are from a particular faith we will know not to visit you when there are special days of importance to your religion.

We hope that you will agree to share this information with us. Your housing officer may ask you for the information, or you can give it directly to him or her.

Do we meet the national standards set for all social landlords?

**1. We must show you how we respond to your needs in the way we provide services and communicate with you. We promised to increase tenant involvement in developing the service.**

- Our website pages enable people to ask for assistance in different languages and type sizes. We use 'Browsealoud' on the website which is a tool to help people understand the information if they are partially sighted, or have other reading difficulties.
- Translations of leaflets are available on request.
- 'Signers' can be arranged for those with a hearing impairment.
- Translators will attend interviews when needed.
- We are gathering data about the characteristics of our tenants (see the list above for the things we are asking about). We have publicised our campaign to gather this information so that tenants understand why we are asking for it.
- We use the data about our tenants to look at the impact our services have on different groups of tenants. These are called Equality Impact Assessments.
- Our communications team has a list of everyone who has requested a large-print copy of the tenants' magazine. They use this to meet the specific needs of this group.
- All our housing offices have hearing loops and are accessible to people with disabilities.
- When you sign up for a tenancy we will talk to you about your specific needs so that we can tailor our service for you in the future.

## Did we keep our service promises last year (2010/11)?

- 1. We want to improve the amount of data we are collecting about our tenants and complete the Equality Impact Assessments for all the housing landlord services. By doing this we will be meeting the needs of our tenants better and assessing the impact of our services more accurately.**

The information we have about our tenants is increasing slowly and there is still a long way to go, especially for the sexuality and faith questions. Here is the percentage of information we have so far (January 2011):

- Gender 99.5% complete
- Ethnic background 69.5%
- Age 78.5%
- Faith 2.1%
- Sexuality 2.2%
- Disability 3.4%

We continue to carry out Equality Impact Assessments. We have not yet completed these for the whole housing service but it remains our ambition to do this.

## Your local standards for Diversity

We set these up after discussions with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards. For more details visit [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

Your local standards	How we will measure this
We will arrange for information to be produced in alternative formats, including large print and audio. We can also arrange a translator to visit you to explain information at your request. We have enabled our website to allow those with visual or hearing impairments full access.	This is a statement listing all the services available.
We will ask you to provide information about yourself that will help us to provide a better service to you. We will help you with this and explain how the information will be used.	We will measure the completeness of the diversity information held on our database.

## What are our service promises for this year (2011/12)?

- We will continue to improve our knowledge of our tenants and carry out Equality Impact Assessments. These assessments help us to measure the impact of what we do on particular groups of people.

### Contact details

Our Resident Involvement Manager, Simon Aslett, is leading on diversity. You can contact Simon on 01908 379250 or e-mail [simon.aslett@milton-keynes.gov.uk](mailto:simon.aslett@milton-keynes.gov.uk)  
Telephone 01908 679250

See the website to find out more:

[www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

# Planned maintenance

Nearly 90% of our properties now meet the Decent Homes Standard.  
Last year the figure was 83.6%.

We want to make sure that our homes are in good condition and that they meet the needs of our tenants now and into the future. We have completed the 6 year Decent Homes Programme. A small number of tenants have chosen not to have work done in the past and so we are continuing to undertake works to our properties so they all achieve the Decent Homes Standard, which started in 2004/5. This programme installed bathrooms, kitchens, windows and included electrical tests and upgrades, where this work was appropriate. We are now looking forward and talking to tenants about priorities for spending in the years to come. These priorities, and how we will fund them, are explained in our Asset Management Strategy (visit [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement))

Do we meet the national standards set for all social landlords?

- 1. We must bring all our tenants' homes up to the Decent Homes Standard by the end of December 2010 and keep them at this standard.  
If your home was originally built to a higher standard than the Decent Homes Standard then we must keep it at this higher standard.**

This year nearly 90% of our properties currently meet the Decent Homes Standard. We did not achieve our target of 100% because of an increase in the uptake of the programme and because a larger number of works are required to make our homes decent. Monies have been made available in 2011/12 to continue to fund these works.

- 2. When we talk to you about the standards you can expect we cannot set these lower than the Decent Homes Standard.**

During 2010 we talked to tenants about local standards and we have now agreed them and published them in April 2011. A wider statement of how the council will invest is part of the proposed Asset Management Strategy.

Did we keep our services promises last year (2010/11)?

- 1. We will develop an Asset Management Strategy which describes what our spending priorities will be in the future and how these priorities will be paid for.**

A Strategy has been drafted and tenants have given their views on it. It was presented to Cabinet in July 2011 but more work was requested. It will be re-presented in January 2012. An asset management plan for the period 2012-13 to 2014-15 is being prepared as part of the medium term financial planning cycle (MTFP), which seeks to match the works to be undertaken to the expected resources under the new self-financing regime for the Housing Revenue Account (HRA). This will be approved as part of the council's budget approval system in February 2012.

## Your local standards for Planned Maintenance

We set these up after discussions with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards.

<b>Your local standards</b>	<b>How we will measure this</b>
We will manage our properties to ensure that we invest our limited resources to provide appropriate, sustainable homes.	<u>Structurally stable-</u> Number and percentage of properties empty due to structural deficiencies against total housing stock.
We will invest to ensure that our homes contribute to neighbourhoods that work for the local community and help meet housing need across Milton Keynes.	<u>Safe homes-</u> Percentage of council homes including empty homes that meet current statutory minimum standard for housing – now known as category 1 HHSRS hazards.
<p>We will develop an Asset Management Strategy for the years 2012/17 in partnership with key stakeholders. This will take into account the needs of the landlord (the council), current and future tenants and leaseholders. Within this the council proposes that our investment priorities will be to ensure that our homes are:</p> <ul style="list-style-type: none"> <li>• Structurally stable</li> <li>• Safe for tenants and their families to live in and for our contractors to work in</li> <li>• Sufficiently warm and affordable to heat</li> <li>• A living space that does not restrict residents and that they can fully use.</li> </ul>	<p>Percentage of homes that have an 'in-date' gas certificate. Percentage of properties with a management or refurbishment/demolition/asbestos survey (these are properties where major work may be needed).</p> <p><u>Warm &amp; affordable to heat homes-</u> Energy efficiency rating of council homes stock.</p> <p><u>Appropriate living space-</u> Percentage of homes which are non decent – where tenant has refused works the property remains classed as decent.</p> <p><u>Appropriate living space-</u> Number of council tenants on the waiting list for disabled adaptations. Number of completed adaptations to council properties.</p>

### What are our service promises for this year (2011/12)?

- Reduce the waiting time and waiting lists for disabled adaptations. We will be working with other teams to combine budgets and make the process smoother. The average current waiting time is 60 weeks and we are aiming to reduce this to 55 weeks by the end of March 2012.
- Use our asbestos management plan to manage the asbestos found in our properties. The new asbestos contracts started in September 2011. This will help to keep our tenants safe in their homes.
- To deliver Local Standards as promised. These standards have been set with Milton Keynes Council tenants so they are directly relevant to what is important to you.

- To get better value from our contract with Mouchel. The outcome of the Working Better Together programme will see overall improvements in the cost-effectiveness of the service provided by Mouchel.
- Implement affordable warmth and energy efficiency initiatives (particularly for hard to heat homes). This will reduce carbon emissions and make properties cheaper to heat for our tenants. The window replacement programme will be completed sooner than previously planned. A scheme to bring in external funding to improve energy efficiency in properties on the Lakes estate is being developed. Other initiatives for extra funding will be taken up when they become available.

**Contact details**

Our Partnering Manager, Derek Beaumont, leads on repairs and maintenance. You can contact Derek on 01908 253522 or e-mail [derek.beaumont@milton-keynes.gov.uk](mailto:derek.beaumont@milton-keynes.gov.uk)

The Repairs Service Centre can be contacted on 0800 035 4466 (freephone) or 01908 254466. See the website to find out more:

[www.milton-keynes.gov.uk/repairs-and-improvements](http://www.milton-keynes.gov.uk/repairs-and-improvements)

See how the team are performing:

[www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

# Repairs and maintenance

During 2010/11 it took, on average, 7.76 days to complete a repair.  
A significant improvement on the previous year's 17.77 days.

Our repairs and maintenance service operates Monday to Friday 9am to 5.15pm. You can also report emergencies anytime day or night, every day of the year. When repairs are reported to the dedicated call centre we try to make an appointment that best suits your needs. In 2010/11 we completed 30,573 repairs at a total cost of £3,472,000.

Do we meet the national standards set for all social landlords?

**1. We must give you a cost effective service that meets your needs and gives you choices, and that aims to complete repairs 'right first time'.**

We operate a flexible appointment system for tenants that allows them to say when they want their repair carried out. In 2011 we started a new way of measuring customer satisfaction and we are starting to report on completion of repairs 'right first time'. Value for money is built into our contracts with our partners. We operate a system that measures and maximises the value that we get and the outcomes we achieve.

**2. We will meet all health and safety requirements**

Health and safety work is treated as a top priority and all regulations are strictly observed. Any breaches that are reported are investigated to determine the cause.

**3. We will balance day-to-day repairs with planned maintenance so that we get the best value for money.**

We have drafted an Asset Management Strategy and talked to tenants about our plans. This will help us to get this balance right.

**4. We will work with others to make sure the disabled adaptation service meets the needs of tenants.**

We work with staff in adult social care to make sure our adaptations service is as effective as possible. Also see the previous section on Planned Maintenance.

**5. We will report to you every year about how we are performing.**

We use this Annual report to tell you about how we are performing. There is information on the web at: [www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)  
We hold Tenants' Performance Scrutiny Group meetings which focus on repairs twice a year.

Did we keep our service promises last year (2010/11)?

**1. We will be able to report on how many repairs we get 'right first time'.**

We have revised and improved our definition of 'right first time' and consulted tenants on the change.

## 2. We will change how we work so that we:

- Reduce the overall completion time for a repair
- Reduce the number of times we visit a property to finish a job
- Reduce our overall costs
- Improve productivity

The average time to complete a repair was 17.7 days in the last quarter of 2009/10 and 7.76 days in the last quarter of 2010/11.

95.15% of repairs were completed right first time in 2009/10. 96% of repairs were completed 'right first time' in 2010/11. We have started using our new definition from April 2011.

## 3. We will develop an Asset Management Strategy

A draft strategy has been developed; we talked to tenants about it and have taken their views into account. It has been considered by Cabinet; more work has been asked for and it will be re-presented to Cabinet in January 2012.

## 4. We will try and improve the information available to tenants about the progress of their work.

There have been major changes in the way that we carry out repairs over the last year. The focus now is to get the repair 'right first time'. The customer feedback we have captured so far indicates that this is being successful.

## Your local standards for Repairs and Maintenance

We set these up after discussions with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards.

For more details visit [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

Your local standards	How will we measure this?
Our aim is to fix your repair 'right first time'.	<ul style="list-style-type: none"><li>• Number and percentage of repairs fixed 'right first time'.</li></ul>
We will offer you an appointment with the relevant contractor that is convenient to you within our published opening hours.	<ul style="list-style-type: none"><li>• Number and percentage of appointments kept for responsive repairs.</li></ul>
We want to provide homes that are safe and so our aim is to carry out an annual gas safety check. So that we can achieve this we will visit all homes we own where a safety check is necessary. If access is denied we will take action to gain entry to protect our tenants and their neighbours.	<ul style="list-style-type: none"><li>• Percentage of homes which have an 'in date' annual gas safety certificate.</li></ul>
Our aim is to keep improving the service that we offer. We will provide regular information about measures we have taken and what their effect has been.	<ul style="list-style-type: none"><li>• Percentage of customers satisfied with responsive repairs.</li><li>• Percentage of customers satisfied with planned maintenance work.</li></ul>

## What are our service promises for this year (2011/12)?

- Work with other teams in housing to reduce the time a property is empty between lettings. This settles a family into a new home as quickly as possible and reduces the amount of rent we lose when a property is empty.
- To deliver Local Standards as promised (see above). These standards have been set with MK tenants so they are directly relevant to what is important to you.
- To get more value for money from our contract with Mouchel. This means we can get more things done for the rent that you pay.

### **Contact details**

Our Partnering Manager, Derek Beaumont, leads on planned maintenance. You can contact Derek on 01908 253522 or e-mail [derek.beaumont@milton-keynes.gov.uk](mailto:derek.beaumont@milton-keynes.gov.uk)

The Repairs Service Centre can be contacted on 0800 035 4466 (freephone) or 01908 254466. See the website to find out more:

[www.milton-keynes.gov.uk/repairs-and-improvements](http://www.milton-keynes.gov.uk/repairs-and-improvements)

See how the team are performing:

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# Housing allocations

In 2010/11 we found accommodation for 1659 households. In the previous year it was 2362.

Our housing options and allocations team is there to reduce homelessness and to help people in housing need find a home. The team provides advice and assistance to people needing to move due to a variety of reasons. We work closely with the private rented sector and other landlords to give you choice and to find the home that you will be happy in.

We do not have a housing waiting list – everyone who contacts us is seen on an individual basis and their needs are assessed. Appropriate advice and assistance is then offered according to individual circumstances.

If you want to move we encourage tenants to use the Homeswapper website [www.homeswapper.co.uk](http://www.homeswapper.co.uk). This helps you to find council and housing association tenants both locally and across the UK who want to move through mutual exchange.

Do we meet the national standards set for all social landlords?

**1. We must meet housing need including homelessness duties.**

Our Options Scheme is based on housing need including homelessness. We provide options advice for different tenures and we offer Homebond and underwriting agreements which helps people to access the private sector. We offer people choice from the 'property pool' of suitable homes that are available across all sectors.

**2. We must deliver a service that addresses under-occupation and overcrowding and that offers choices to tenants.**

Our Options Scheme includes factors for overcrowding and under-occupation. We have a member of staff who specifically works with older people who may be under-occupying their current home. We also work with tenants who have a disability to make sure their housing meets their needs.

Tenants who want to move must have clear advice about their options and mobility and exchange schemes must be available to them.

Advice is available without an appointment from the Civic Offices and from the 3 local housing offices. There is also a telephone line for advice to tenants. We are active participants in the Homeswapper website which promotes exchanges across the UK.

**3. We must publish details of our allocations scheme so that it is clear how we make best use of our housing and how we promote stable communities. We should also say why we exclude people from our allocations scheme.**

We provide details of all the options available to current and prospective tenants and make it clear who is eligible and who is not at the first point of contact with all customers

Did we keep our service promises this year (2010/11)?

**1. On our website we will publish more information about who we have helped and where properties are let.**

We did not put this information on our website. We do use this information when discussing the options available with applicants and the likelihood of re-housing. We aim to update our website with more information, including a self-assessment tool, by the end of 2011. The self-assessment tool will help people find out for themselves whether the council is likely to be able to assist them to find housing.

## Your local standards for Housing Allocations

We have not set **Local Standards** for Allocations though we may do so in the future.

What are our service promises for this year (2011/12)?

- Increase the supply of local temporary accommodation to reduce the use of bed and breakfast hotels that are out of the local area.
- Review how the loss of the Homelessness Grant will impact on the work of the team from 1 April 2012.
- Ensure that all applications for housing are dealt with as quickly and accurately as possible. The emphasis is on self-resolution and the prevention of homelessness.
- Implement a new IT system that improves the way property choices are offered to applicants.
- Improve the collection of debt from B&B and from the Homebond Scheme.
- Work more closely with adult and young children services to help prevent homelessness.
- Maximise the supply of private sector housing to meet housing needs.

### Contact details

Our Head of Housing Access, Cathy Caves, is leading on allocations. You can contact Cathy 01908 254480 or e-mail [cathy.caves@milton-keynes.gov.uk](mailto:cathy.caves@milton-keynes.gov.uk)

Telephone 01908 691691

[www.homeswapper.co.uk](http://www.homeswapper.co.uk)

See our website to find out more:

[www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

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# Rents

In 2010/11 we collected 98.2% of the rent owed to us. This is the same as the previous year. This was an improvement on the year before that (2008/9) when we collected 97.8%.

The way we use the money we collect from your rent is shown in the chart on page 4. From April 2012 we will be able to keep all the rent money MK tenants pay, rather than giving some back to the Government as we currently have to. This is called 'self-financing'.

Our staff are here to offer you help and advice if you are struggling with rent payments or any other aspect of your tenancy. We also work with other agencies in Milton Keynes to offer further support to keep you in your home.

Do we meet the national standards set for all social landlords?

**1. We must set rents according to the government's directions and regulations.**

We comply with all government regulations and directions.

**2. We must provide clear information for tenants that explain how rents and service charges have been set, how they have changed, and refer to how they are linked to inflation changes.**

Every year we send a letter to each tenant explaining the basis for the rent level and how it is calculated. For shared owners their rent is set according to their leases, and those who pay service charges are given details annually. Leaseholders have estimated service charges and actual costs are detailed annually.

Did we keep our service promises last year (2010/11)?

**1. We want to do everything we can to enable tenants to pay their rent. To do this we want to develop our income collection service so that it is geared towards helping us understand each individual tenant's needs, from the moment they first apply to us for housing and then all the way through their tenancies.**

**We want to be able to use this knowledge to ensure that tenants:**

- **can pay rent in the way they wish and at a frequency that suits them, while at all times maintaining a clear rent account.**
  - **are receiving all the benefits they are entitled to and help them to apply for them if they are not.**
  - **are put into contact with any appropriate sources of assistance that could work with them to help them to make regular rent payments.**
- 
- There is a rent payment method to suit everyone, ranging from direct debit to over the counter in a post office (see Customer Service and Choice for more information or visit [www.milton-keynes.gov.uk/rents](http://www.milton-keynes.gov.uk/rents)).
  - We work very closely with individuals so that we can understand their circumstances and help them manage their budget successfully so that they can stay in their home.
  - We regularly meet with colleagues in Housing Benefit to make sure applications are processed quickly and accurately to minimise any debt occurring on the account.

- We also work closely with the debt advice service through the Citizens Advice Bureau and Shelter and refer people on to the Floating Support team and Connexions, if they need additional help to keep their tenancy.

**2. We want to make information about rent levels more accessible so we are putting leaflets about this in our reception areas and we are putting more information on the website.**

We are reviewing how we use leaflets generally, how effective they are and whether they are value for money. This is why we have not developed this approach to providing more rent information as planned.

## Your local standards for Rents

We have set standards in this area although it is not required by Government. For more details visit [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

<b>Your local standards</b>	<b>How will we measure this?</b>
We will collect the rent due to us.	% rent collected within this financial year.
We will prevent rent arrears by working with new tenants to make sure they are able to pay right from the start of their tenancy.	% of new tenants' rent accounts clear after 12 weeks.
We will only evict for rent arrears as a last resort.	Number of evictions made due to rent arrears.
We will support tenants to enable them to pay their rent.	Number of council house rent accounts in arrears. Number of referrals to external agencies (CAB and Shelter) for debt advice.

## What are our service promises for this year (2011/12)?

- Improve overall income collection by working with customers to fully understand their circumstances and to provide the right support to maintain rent payments.
- We want to develop a satisfaction measure about rent payments so that we can assess how the service is experienced by customers and make improvements if necessary.

### Contact details

Our Head of Tenancy and Estate Management, Linda Ellen, is leading on rents. You can contact Linda on 01908 253498 or e-mail [Linda.ellen@milton-keynes.gov.uk](mailto:Linda.ellen@milton-keynes.gov.uk)

For general rent queries contact 01908 252937

See our website to find out more:

[www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

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# Tenure

In 2010/11, 832 people became council tenants

We must offer you the most secure form of tenancy available considering the purpose of the housing and to promote the stability of the community. We must meet all legal requirements in our Tenancy Agreements.

The government is proposing some changes to council tenancies in the Localism Bill. We are talking to residents about these changes and will develop our policy when the Bill becomes law, which is due in December 2012.

Do we meet the national standards set for all social landlords?

## **1. We must tell you about our approach to managing tenancies.**

We give you detailed information about your tenancy when you sign the agreement and we also use a valid tenancy agreement that was designed after extensive tenant consultation. Shared owners receive detailed leases that describe their rights and responsibilities.

## **2. We must give you a service that supports your tenancy and not carry out unnecessary evictions.**

We work with a range of agencies to understand the needs of tenants and to support them in their homes. These agencies include:

- Providing CAB surgeries to give advice to tenants with problems
- Floating support to tenants that need it. This is provided by St Christophers, Orbit, Link Worker Plus, the Mental Health team, MK Act and FAST.
- Access to Shelter housing advice.

We also work with:

- The Youth Offending Team.
- Link P3.
- MAPPA (Multi-Agency Public Protection Arrangements), who deal with schedule 1 offenders.
- MARAC (Multi-Agency Risk Assessment Conference), who support victims of domestic violence.

We use Introductory Tenancies to help us manage new tenancies in the first year.

## **3. We must have an approach that ensures the tenancy continues to be used by the tenant allocated to it.**

We have a social housing fraud project that helps us check on occupancy more effectively. See: <http://www.causes.com/causes/570324-help-stamp-out-social-housing-fraud>

Did we keep our service promises last year (2010/11)?

1. **We would like to put more information on our website about the tenant's rights and responsibilities under the Tenancy Agreement.**

Because it is likely that our tenancy conditions will change in the coming months we felt it was not appropriate to publicise the current agreement.

2. **We plan to introduce a new Tenancy Agreement. Tenants will be fully consulted about this.**

We have not developed a new Tenancy Agreement as planned. We know that the new Localism Bill is likely to change our approach to tenancies and so it is wise to develop a new Agreement when we know the full impact of the Bill. We will keep you informed of this process and ask you for your views.

3. **We want to develop our social housing fraud project so that we can ensure that our homes are occupied by valid tenants.**

We successfully developed this project and during the year 22 properties were returned to legitimate use by tenants in housing need.

Your local standards for Tenure

We have not set **Local Standards** for Tenure though we may do so in the future.

What are our service promises for this year (2011/12)?

- We will develop a Tenancy Strategy, which is a requirement of the Localism Bill. The Strategy will be drawn up in partnership with other local housing providers and will describe how we will approach issues such as flexible tenancies.
- We will develop and consult tenants on a new Tenancy Agreement.

### **Contact details**

Our Head of Tenancy and Estate Management, Linda Ellen, is leading on tenure. You can contact Linda on 01908 253498 or e-mail [Linda.ellen@milton-keynes.gov.uk](mailto:Linda.ellen@milton-keynes.gov.uk)

For general housing queries call 01908 252937

See our website to find out more:

[www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

# Neighbourhood management

We must keep the neighbourhood and the communal areas of our properties clean and safe. We will work with tenants and other partners locally to achieve this.

Surveys of residents frequently tell us that the quality of the communal cleaning service could be much improved. We changed how the service is run 2 years ago and there has been an improvement in satisfaction, but clearly there is still a long way to go.

Do we meet the national standards set for all social landlords?

- 1. We must talk to tenants about how we maintain and improve the neighbourhood, and we must develop a policy about this which we publish.**

We work closely with our tenants to make sure that the services we provide meet your needs. Here are some examples:

- We work closely with Neighbourhood Action Groups to understand and respond to local priorities.
- We have drawn up a Fire Safety Agreement with the Fire Service to reduce the risk of fire in communal areas.
- We have set up a handyman service on one of our estates.
- We have successfully managed the transition to digital TV and kept tenants informed at all stages of the process.
- We have installed new windows in a large number of our properties and new flooring in some of our communal areas.

Did we keep our service promises last year (2010/11)?

- 1. We would like to work more closely with colleagues in the Environment team to deliver estate services in a more 'joined-up' way. We will be developing this approach over the coming months.**

We work closely with the Environment team in areas such as crime prevention and estate improvement. There have been a number of 'weeks of action' on estates and we have worked closely with colleagues to implement the Coffee Hall dispersal order.

## Your local standards for Neighbourhood Management

We set these standards up after discussions with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards.

For more details visit [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

<b>Your local standards</b>	<b>How we will measure this</b>
We will clean communal areas on a regular basis to a published specified standard.	By using our communal cleaning survey.
We will provide you with contact details to access the appropriate service to deal with your tenancy and estate issues.	All our contact details are in our leaflets, on our web pages and in every edition of MK@HOME.
We will ensure that your enquiry is dealt with by the most appropriate person in an acceptable timescale, which we will agree with you.	Satisfaction levels with the service via surveys.
We will complete regular fire risk assessments of your communal area.	We aim to review at least 10 per cent of our assessments every year.
Our caretakers will all wear uniforms and check our blocks on a regular basis to ensure they are well maintained and clean.	We ensure that our caretakers wear their uniforms at all times when on duty.

### What are our services promises for this year (2011/12)?

- We are planning improvements to communal areas in some of our blocks, and this may include some security improvements.
- We will undertake a programme of 'tenancy audits'. These visits will look at the properties where we have carried out a lot of repairs and also where we have done very few. We want to understand the reasons why some properties and tenants generate a lot of repairs. We can then put in place some measures to prevent problems occurring in the future.

#### Contact details

Our Head of Tenancy and Estate Management, Linda Ellen, is leading on neighbourhood management. You can contact Linda on 01908 253498 or e-mail [Linda.ellen@milton-keynes.gov.uk](mailto:Linda.ellen@milton-keynes.gov.uk)

Telephone 01908 252937

See how the team are performing by visiting:

[www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

# Local area co-operation

We work closely with our partners to promote well-being and to help you have a good quality of life in the area where you live.

We have close links with local housing associations and we share ideas and information with them so that we can tackle problems where they arise.

As well as housing we also work with other groups to improve, for example, employment, the environment, support for families and community safety.

We support regeneration in key neighbourhoods so that we can tackle economic and social exclusion and so that we can reverse the cycle of neighbourhood decline that is a characteristic of these areas. Regeneration projects are underway in 6 priority areas: Fishermead, Lakes, Tinkers Bridge, Netherfield, Bradville and Stantonbury.

Do we meet the national standards set for all social landlords?

**1. We will tell people about our role in the areas where we have property.**

We publish a Service Plan which describes how we aim to contribute to the council's wider goals. The council published its regeneration strategy in December 2008 and this clearly describes the role we play in the areas where we have properties. To view the strategy please visit [www.milton-keynes.gov.uk/regeneration](http://www.milton-keynes.gov.uk/regeneration)

**2. We will work closely with all our partners to help them achieve their aims.**

- We work closely with other social housing providers (called registered providers) in Milton Keynes and we have set up a Forum with them. These providers are part of the council's Strategic Housing Partnership. We also work closely with them in the area of anti-social behaviour and have set up an information sharing protocol alongside the Police.
- On estates, we work with Children's Centres to ensure that vulnerable families are supported. Staff from housing attend their Area Board meetings.
- We are working with Milton Keynes College on a Housing Employment Project. This aims to get tenants back into employment by providing them with a tailored package of support to increase confidence, skills and educational attainment.
- Neighbourhood Action Groups (NAGs) have been set up across Milton Keynes. These groups are made up of local residents and representatives from the council and they focus on local priorities.

Did we keep our service promises last year (2010/11)?

**1. We are planning on installing kiosks in local offices which will help people find employment opportunities. We are aiming to have these installed by the end of 2010.**

These kiosks were installed December 2010.

- 2. We will be working more closely with other council teams to implement actions arising from the Local Economic Assessment and the Housing Strategy (the target for this to be agreed was February 2011). The Local Economic Assessment is carried out by the council and aims to identify how the council can support businesses and help them thrive.**

The Housing Strategy was not agreed in February and is currently being re-evaluated. We have established the Housing Employment Project which, after only 6 months, is showing promising results. Fishermead, one of our Regeneration estates, was chosen as pilot for the Project. This service is being extended across MK to other identified regeneration areas.

### Your local standards for Local Area-Co-operation

We set these standards up after discussions with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards.

For more details visit [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

<b>Your local standards</b>	<b>How we will measure this</b>
We will continue to be an active member of the MK Strategic Housing Partnership to develop services to support our residents and our communities.	Completion against the MK Strategic Housing Partnership action plan.
In priority regeneration areas we will always set up a residents' steering group and we will publish a Neighbourhood Action Plan, drawn up in consultation with residents, which details specific aims and targets.	Report number of targets achieved in the Neighbourhood Action Plans and overall performance status.
In regeneration areas we will work with partners to improve the condition of our properties and appearance of estates.	Number of properties improved to reduce carbon emissions and leading to increased thermal comfort and lower fuel bills.

### What are our service promises for this year (2010/11)?

- We will continue to develop the Housing Employment Project and aim to engage with 330 people to improve their overall skills and qualifications to support them into employment by the end of March 2012.
- We will continue to work with partners to engage with communities so that we can identify your priorities for change (these are called Neighbourhood Action Plans, or NAPs). This work will be focussed initially in those areas needing additional support where change is necessary.
- We will support the Lakes NAP Steering Group to draft a local investment plan for the estate. The Plan will describe refurbishment options, how the plans will be delivered, identify funding routes and partners, describe consultation arrangements. The Plan will

also be a 'masterplan' for development of the estate and this will result in a local referendum.

- We will support the Neighbourhood Planning Frontrunners programme (formerly called Vanguard) which is a pilot programme for the government's new approach to local planning powers. The Lakes Estate has been accepted as a pilot to test 'neighbourhood planning'.
- We will exploring options to successfully re-develop the Snowberry Quarter site following the demolition of Briar Lodge and flats.

### **Contacts**

Our Head of Tenancy and Estate Management, Linda Ellen, is leading on local area co-operation. You can contact Linda on 01908 253498 or e-mail [Linda.ellen@milton-keynes.gov.uk](mailto:Linda.ellen@milton-keynes.gov.uk)

For general queries contact 01908 252937

See our website to find out more:

[www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

You can contact the Regeneration Team by calling 01908 252258 or you can e-mail [regeneration@milton-keynes.gov.uk](mailto:regeneration@milton-keynes.gov.uk)

# Nuisance and anti-social behaviour

During 2010/11 we opened or received 377 anti-social behaviour cases.  
In 2009/10 this was 350.

We have a team dedicated to responding to high-level complex anti-social behaviour (ASB) cases. We work closely with public agencies such as Thames Valley Police and Neighbourhood Action Groups to tackle and prevent anti-social behaviour.

Do we meet the national standards set for all social landlords?

**1. We must make sure you know what you must do to stop noise and anti-social behaviour. We will also tell you what we will do to stop nuisance.**

We are part of the Safer MK group and fully support the Milton Keynes Anti Social Behaviour Pledge to stop nuisance.

When we receive a report of ASB we aim to speak with customers in person and agree the actions we will take together to enable customers to live peacefully in their homes.

This will include actions that customers can take to stop the ASB and being honest with customers about what we can and cannot do.

**2. We will lead and work with other people to stop nuisance.**

We work in partnership with other agencies including the Police, the Fire Service, and the Probation Service to tackle anti social behaviour.

**3. We will find ways to prevent nuisance before it starts.**

- We will work with customers of the Council from the point at which they first approach us for housing to understand their needs and set in place appropriate support and tenancy management arrangements that are designed to prevent nuisance arising.
- We work with a variety of agencies to better understand the underlying causes of the anti social behaviour and provide appropriate support.

**4. We will tell you how we stop nuisance by working with other agencies.**

We carry out surveys to find out about nuisance in particular locations if we have identified a 'hotspot' area.

**5. If nuisance starts we will act quickly to stop it. We will use all the ways of stopping nuisance that are available.**

- We aim to make personal contact with both the complainants and alleged perpetrators of ASB as soon as possible after receiving reported incidents.
- We discuss and agree appropriate actions with the complainant and alleged perpetrators as soon as possible after we have received a report about alleged nuisance.
- We have started to measure how well we meet customers' expectations about the agreed actions by collecting satisfaction information from them about how well we performed.

- We consider a wide range of tools to tackle anti social behaviour, for example, mediation, injunctions, property closure orders, acceptable behaviour contracts and, as a last resort, eviction.
- Crime information is available on the internet visit [www.safermk.com](http://www.safermk.com).
- We measure the effectiveness of these tools in controlling ASB to enable us to understand what is likely to work in individual cases.

**6. We will make it easy for you to report nuisance. We will keep you informed about your case, and we will help witnesses and victims.**

- Tenants and residents can easily report nuisance in a wide range of ways:
  - To the Area Housing Offices
  - To the Police
  - To Safer Communities Wardens
  - To the Environmental Health Department
  - To Safer MK
- We measure the way in which customers choose to report nuisance to ensure that we are providing appropriate and sufficient resources in the right places to meet customer demand.
- We have set up a victim and witness support service.

Did we keep our service promises last year (2010/11)?

**1. We will make everyone more aware of their rights and responsibilities**

We have talked to the MKC Tenants' Group and the Tenants' Performance Scrutiny Group about our work in this area. The latter group have made a positive contribution to the government's consultation about Anti-Social Behaviour Orders.

**2. We will make it easier for you to report nuisance by reviewing the ways that customers are able to do this.**

The Anti-Social Behaviour Pledge has been sent to all residents. This explains how to report nuisance.

**3. We will understand your problem and agree with you what we are going to do next.**

When you contact us to report a problem, we will discuss all the options available and be realistic about what action(s) are possible.

**4. We will keep you informed of the progress of your complaint so that you know where you stand.**

We are still working to improve this but we will always agree with complainants the best way of keeping them informed of the development of their case.

Your local standards for anti-social behaviour

We set these standards up after discussions with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards.

For more details see [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

<b>Your local standards</b>	<b>How we will measure this</b>
When you report nuisance, we will ask you for your preferred method of contact and we will explain what you can expect from us in terms of keeping you updated on your case.	An assessment from the ASB customer satisfaction survey.
We will remove offensive graffiti (racist or abusive) within 24 hours of you reporting it.	Percentage completion rate of removal of racist or abusive graffiti within 24 hours.
We will make sure our staff are fully trained to deal with your complaint and involve other agencies as needed.	An assessment from the ASB customer satisfaction survey.
We will keep the identity of victims and witnesses confidential when requested. However, in serious cases where legal action becomes necessary, witnesses will usually need to be identified at the court's request.	An assessment from the ASB customer satisfaction survey.
When you report anti-social behaviour to us we will agree with you what we are going to do next and discuss your options with you.	An assessment from the ASB customer satisfaction survey.

### What are our service promises for this year (2011/12)?

- We will work with other social landlords in the area to improve joint working on nuisance and anti-social behaviour. We have set up a 'Registered Providers' Forum' where we can develop a co-ordinated approach to this problem. We will be encouraging more landlords to join this Forum. We will also be working together on property closures.
- We will continue our initiative to tackle illegal subletting of council properties.
- We will review how we have implemented a victim/witness support programme with other social landlords and whether this meets the needs of customers.
- We will continue to develop a satisfaction measure that accurately reflects the effectiveness of the work that we do.

### Contact details

Our Head of Tenancy and Estate Management, Linda Ellen, leads on nuisance and anti-social behaviour. You can contact Linda on 01908 253498 or e-mail [Linda.ellen@milton-keynes.gov.uk](mailto:Linda.ellen@milton-keynes.gov.uk)

Telephone 01908 252937

See our website to find out more:

[www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

See how the team are performing by visiting:

[www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

# Value for money

In 2010/11 we renegotiated the contract with our main repair contractor and this will save us £510,000 per year up to 2014.

Improving services does not always mean spending more money. An important part of what we do is ensuring value for money. This means maintaining or improving services while containing or reducing costs. We think we should be a low cost organisation that provides you with good services and continuously improves by focusing on the issues that are most important to you.

Do we meet the national standards set for all social landlords?

**1. We must publish information at least once a year about:**

- **How we have allocated and prioritised spending on areas covered by both the national and local standards.**
- **What are our other spending priorities?**
- **How VFM has been secured, how this has been tested and the benefits that tenants can expect.**
- **Future plans for VFM and how this will improve asset management, income management and procurement.**

Our approach to managing our resources matches the Council's wider approach. In addition, we ensure that the Housing Revenue Account (HRA) that pays for services to tenants and maintaining properties stays in credit with a strong balance. The level of balances are reviewed every year to take into account the financial risks faced by the service.

- Council
  - The Council has an annual approach to financial and business planning which involves a budget challenge process and project management of all capital projects.
  - When we get new contracts we aim to get the best deal for buying services and goods through the council's tendering process. This enables us to balance the cost and quality issues that make up value for money.
  - The Council has established a programme to respond to the likely funding cuts, government efficiency targets and ensure investment is released for priority areas. The Housing service will be working with the rest of the council to review our services.
- Landlord service
  - Our ambition is to provide low cost good quality services that meet the needs of citizens across housing.
  - We have a plan which we monitor monthly that ensures that the Housing Revenue Account (HRA) stays healthy and in credit. The Audit Commission said the plan was "an effective value for money strategy".
  - We are always reviewing how we deliver our services and we consider tenants needs when making improvements to the service

We focus our resources on the things that matter most to tenants:

- Repairs and Maintenance
  - Our Building Services demonstrate value for money by:
    - Partnering contracts which mean we have full sight of all costs charged and this means we can work with contractors where costs appear high.

- Tenant involvement in budget monitoring for the partnering contracts. Tenants meet contractors through the CORE group meetings which cover examining costs and budgets.
- Internal Audit review the way we manage the contracts.
- Maximising Income
  - The Audit Commission said we need to improve garage income. Since April 2008, we have increased the number of garages let by changing the tenancy agreement. This has increased income considerably. In April 2008 just under 50% of our garages were unoccupied. Since that time this has increased progressively to an occupation rate of 66% of our total garage stock (2648 at the end of 2010/11). Garage rental income has gone up from £806,000 for 2009/10 to £860,000 for 2010/11. This is an increase of £54,000.
  - Rent Income – In the large-scale tenant satisfaction survey in 2008, 64.6% of tenants felt that the rent was good value for money. Income collection has slowed down due to a number of factors including difficult national economic conditions and changes to the housing benefit regulations. In 2010/11 we collected 98.23% of the rent owed to us in that year.
- Finding Efficiencies
  - Negotiating about our repairs contracts in 2009/10 has led to savings of £365k.
  - We now only apply for a possession order as a last resort. This has saved us money because we now carry out fewer evictions. Each failed tenancy resulting in eviction costs us approximately £5,000. Compared to the previous year we carried out 21 fewer evictions in 2010/11 and so there was an approximate saving of £105,000.

## **2. Ensure tenants can influence services and the costs of those services that result in service charges.**

There is a wide range of ways that tenants can have a say about their service. These range from local resident association meetings to open public forums. There are also opportunities to question and challenge us about our services and how much they cost via the Tenants' Performance Scrutiny Group.

## **3. Ensure tenants will have the opportunity to agree local standards.**

Tenants had the opportunity to have a say about all our draft local standards last year.

Did we keep our services promises last year (2010/11)?

### **1. Develop and agree a Housing Service Value for Money strategy.**

We are still working on the strategy document. The strategy is focussed on the landlord service and is currently being prepared as part of the work for Housing Revenue Account self-financing. Self-financing starts in April 2012. The strategy is centred on providing good services at low cost.

### **2. Complete a review of our working arrangements with Mouchel, our Building Services agent and re-tender our responsive repairs and gas servicing contracts in 2011/12.**

- The 'Working Better Together' review of the council's relationship with Mouchel has finished. The service has been restructured to provide better asset management support to the Council's Assets and Strategy team and manage the contractors in a more effective way.
- A review of the gas maintenance contract concluded that it was providing good value for money and so Cabinet agreed that it should be extended for two years until March 2014.
- As part of a review of the responsive repairs contract, MITIE put forward a strong commercial offer to reduce costs and improve service delivery as part of an arrangement to extend the current contract to its maximum extent, to finish in March 2016. This offer was tested against the likely market response that would come from a full re-tender and it was assessed that it did offer a good deal financially (see below), Cabinet agreed to extend the contract with MITIE.
- We have introduced better satisfaction testing based on telephone calls to tenants soon after they have had work completed.

**3. All our contractors will look for efficiency savings with the way they work without compromising the quality of service that tenants receive. This means looking at their overheads, productivity and cost of materials.**

Before the negotiations we looked at each of our maintenance contracts and agreed efficiency savings.

In October 2010, Mouchel Building Services carried out negotiations with each of the main contractors and agreed efficiency savings to the following values:

2010-11: £730,000

2011-12: £803,000

Subsequently as part of the review of the responsive repairs contract, further efficiency savings were agreed as part of an agreement to extend the contract for a further four years. Under this arrangement MITIE have guaranteed an additional cost reduction of approximately £510,000 per year.

**4. Develop a plan with tenants called the Asset Management Strategy, which will describe the investment priorities for your homes**

We consulted in Spring 2011 and took an initial report to Cabinet. Members asked us to do some more work to make sure it links up with our work on 'Self-financing'. It will be considered again by Cabinet in January 2012.

**5. Enable tenants to look at costs, service delivery and satisfaction together, including cost and quality reviews by the Tenants Performance Scrutiny Group.**

The Tenants' Performance Scrutiny Group has looked at Building services twice in its first year of operating, this is more than any other service area. In addition the MKC Tenants' Group (our open meeting for all tenants) focuses solely on Building Services once a year. Tenants are also involved in detailed contractor liaison and scrutiny via the Core Group meetings and the Building Services Tenants Group.

## Your Local Standards for Value for Money

We set these standards up after discussions with tenants during 2010/11. In next year's report we will tell you how we are performing against each of the local standards.

For more details see [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

Your local standards	How will we measure this?
We aim to provide cost effective, efficient, quality services and homes that meet your needs and are good value for money.	<ul style="list-style-type: none"> <li>• Amount of efficiencies made year on year per service area</li> <li>• Delivering within Annual Budget each year</li> </ul>
We aim to provide a service that tenants and other key stakeholders would continue to see as good, that is run at a low cost and continuously improves.	<ul style="list-style-type: none"> <li>• Amount of efficiencies made year on year per service area</li> <li>• Delivering within Annual Budget each year</li> <li>• Customer satisfaction survey.</li> </ul>
Tenants will have the opportunity to look at costs, service delivery and satisfaction together and to challenge.	<ul style="list-style-type: none"> <li>• Quarterly programme of performance reporting of specific areas to Tenants' Performance Scrutiny Group.</li> </ul>

### What are our service promises for this year (2011/12)?

- We will provide good, low cost services, achieving value for money by empowering, organising and investing our resources (human, physical and financial) to meet the priority needs of our assets and our customers.
- This year we have begun work on making the tenancy management, debt recovery and estate management service more responsive to the needs of tenants. We are testing a range of ways of improving service delivery, balancing outcomes of increased tenant satisfaction and improved service quality with value for money.

### Contact details

Our Head of Assets and Strategy, Anthony Hodson-Curran, is leading on value for money. You can contact Anthony on 01908 253951 or e-mail [anthony.hodson-curran@milton-keynes.gov.uk](mailto:anthony.hodson-curran@milton-keynes.gov.uk)

# Home ownership

We processed 66 Right to Buy applications and had 23 sales.

The Home Ownership team administer the Right to Buy (RTB) scheme and manage the leases of over 3100 leasehold and shared ownership properties.

The leasehold and shared ownership teams work with residents who own their homes where Milton Keynes Council is the freeholder. They deal with people who wish to buy homes and people selling their homes.

There are no national standards for home ownership

However the government expect us to comply with certain legal requirements. Here are the details:

**1. Process Right to Buy applications within specified timescales (RTB2 in 28 days and Offers in 56/84 days flats/houses).**

In 2010/11 we served RTB2 Notices on average in 5.9 days compared to 19 days in the previous year. For RTB Offers the average was 41.4 days compared to 46.2 days in the previous year.

**2. Provide information to Right to Buy applicants.**

RTB booklets are sent to all applicants, our website also has lots of information about RTB, and we offer interviews and referrals to the Citizens Advice Bureau.

**3. Consult owners where we are entering into contracts or major works, where costs will be recovered through the service charge.**

We continue to consult owners where works are to take place or contracts are being entered into. The most recent is the windows renewals contract.

**4. Send leaseholders actual costs for services, each year.**

Leaseholders received actual service charge details in August.

**5. Make leaseholders aware of their rights and their obligations.**

As well as handbooks sent to new owners, our website has this information and we send a summary sheet with invoices.

**6. Offer a variety of payment methods.**

We offer a very wide range of payment options. We have added quarterly direct debits to our DD date options. Visit [www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

Did we keep our service promises last year (2010/11)?

- 1. We want to collect more feedback from our shared owners and leaseholders, to help shape the services, the Housing service provides and improve satisfaction as a result.**

We issued a survey to resident leaseholders and are putting together actions to address areas of concern.

- 2. We want to review how we charge the management fee to leaseholders.**

We introduced a new method of calculating the management fee, which we anticipate reviewing each year.

- 3. We want to improve the amount of information we have about our leaseholders and shared owners to more accurately assess the impact of our services and make sure everyone is treated fairly.**

We have continued to collect information from surveys and contact with residents.

There are no **local standards** for Home Ownership.

What are our service promises for this year (2011/12)?

- We want to complete the actions which are needed, as highlighted in the satisfaction survey.
- We aim to improve our processes with Tenancy and Estate Services as part of the service review of the way we deliver services to residents.
- Review our commercial property portfolio as part of our value for money requirements.
- Survey non resident leaseholders to help shape services.

#### **Contact details**

Our Home Ownership Manager, Marc Carter, leads on home ownership. You can contact Marc on 01908 253061 or e-mail [marc.carter@milton-keynes.gov.uk](mailto:marc.carter@milton-keynes.gov.uk)

The Home Ownership team can be contacted on 01908 253067

For more information about this service area see the website:

[www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

# Complaints

Last year we handled 215 complaints, up from 207 in 2009/10

We use the comments, complaints and compliments that we receive from you to help us make improvements to housing services. Giving us feedback in this way is easy – you can call us, visit the office, or write (by letter, e-mail or directly on the internet).

We always try and resolve complaints quickly. This usually means contacting and visiting the complainant and, in straightforward cases, reaching a decision quickly to everyone's satisfaction. In more complex or difficult cases we arrange a meeting with all the interested parties and try to reach a resolution. In most cases this works and only 13 tenants in 2010/11 took their complaint to a higher level.

Do we meet the national standards set for all social landlords?

- 1. There must be lots of ways for you to make a complaint or comment and the system should be clear, with timescales and targets. It must also be clear how you can progress a complaint if you are not happy with the outcome.**

Complaints can be made:

- On-line
- In writing
- Over the Telephone
- In person
- By filling in a form.

There is a 3-stage procedure which is well publicised and has clear timescales and deadlines.

If you are still unhappy after following our procedure you can go to the Local Government Ombudsman.

- 2. We must use complaints to improve the service and we must tell you how we have done this.**

We know we need to improve on identifying where lessons can be learnt and ensuring action is taken. We will report on the lessons learnt on a quarterly basis.

Complaints information is publicised in the Housing Annual report. We will publish information in the tenants' newsletter on an annual basis.

- 3. We must publish information about complaints every year, including how many we get and what they are about.**

A total of 215 complaints were received during 2010/11, of which 13 were taken to stage 2 and 3 of these were taken to stage 3 of our complaints procedure. These figures along with lessons learnt are published in the Annual Report.

- 4. We must accept complaints from those acting on behalf of the complainant.**

We always do this, where someone is acting in the best interests of the complainant.

## Did we keep our service promises last year (2010/11)?

### 1. We will be looking at complaints more thoroughly to learn lessons about the service and to make improvements

We know that there is room for improvement in this area and we are continuing to work on this objective. We have now identified a member of staff who will develop this area.

### 2. Managers and staff in housing will consider how the service can be improved as a result of complaints. We will do more to make this information publicly available.

Managers discuss complaints in meetings and it is a regular item on agendas. Complaints information is publicised in the Housing Annual report. We are also looking to publish information in the tenants' newsletter on an annual basis.

### 3. Currently we do not ask complainants if they were satisfied with how their problem was dealt with. We will start collecting this information.

As of April 2011, 100% of complainants receive a feedback form which asks how satisfied they are on how their complaint was handled. This information is passed onto the relevant service areas to aid improvements in service.

## Your local standards for Complaints, Comments and Compliments

For more details see [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

Your local standards	How we will measure this
We will publish information on our performance annually in the MK@HOME and in the Annual Report.	We have a policy in place which is council-wide, which advises how people can raise a complaint. This is available on-line and in all council offices via a leaflet.
We will contact 100% of complainants to see if they were satisfied with how their complaint was dealt with.	A feedback form will be sent to everyone who makes a complaint. Responses will be monitored and passed to the team responsible for action. Return rate to be monitored.
We will make it easy for you to raise any concerns you have with us by having a clear and easily accessible complaints procedure.	A question on this will be included in the feedback form and the responses monitored.

What are our service promises for this year (2011/12)?

- To meet the commitments and timescales prescribed by the corporate complaints procedure.

**Contact details**

Our Head of Performance and Information, Sarah Gonsalves, is leading on complaints, comments and compliments. You can contact Sarah on 01908 253099 or e-mail [sarah.gonsalves@milton-keynes.gov.uk](mailto:sarah.gonsalves@milton-keynes.gov.uk)

You can contact our Customer Service Team on 01908 253817

See our website to find out more:

[www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

See how the team are performing by visiting

[www.milton-keynes.gov.uk/housing-performance](http://www.milton-keynes.gov.uk/housing-performance)

## How have we done?

How have we performed?

We are always monitoring our performance to help improve the management and delivery of services to our customers. The information below shows how are main services are doing.

### Tenant Involvement and Empowerment standard

<b>Complaints, compliments and comments</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
<b>Number of complaints received by the service</b>	249	207***	215
Stage 1, of which the following have moved onto	249	207	215
Stage 2	17 (7%)	16 (7.7%)	13 (6%)
Stage 3	8 (3%)	9 (4.3%)	3 (1.4%)
<b>Ombudsman complaints outcomes</b>	9	8	5
Local settlement (council settlement made with complainant)	1	0	0
No maladministration found	5	4	4
Discontinued by the Ombudsman due to insufficient evidence		2	0
Outside jurisdiction	3	1	1
Outstanding		1	0
<b>Customer Satisfaction</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
Tenant survey - Percentage of tenants satisfied with the Landlord service	73.4% (2008)	No survey	No survey**
Percentage of tenants from ethnic minority background who were satisfied with the overall housing landlord service.	63.7% (2008)	No survey	No survey**
Percentage of tenants satisfied with a specific housing service – telephone survey carried out by managers reviewing a different service each time.	New	84.4%	88.4%

Note

\*\* Survey to be carried out in 2011 with results available in early 2012.

\*\*\* Figure amended from previously published as a result of IT re-categorization of complaints.

## Home Standard

<b>Quality of accommodation</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
Percentage of homes that still need decent homes works at beginning of year – tenant refusals as non decent	27.58%	30.29%	17.46%
Percentage of homes that still need decent homes works at year end – tenant refusals as decent	28.1%	16.4%	10.8%
<p>The purpose of the above split is to show where residents have refused access previously to allow Decent works to be undertaken. The property is classed as being non-decent and works will be undertaken to the property to bring it up to the Decent Homes Standard when the property becomes empty.</p> <p>Our planned maintenance Decent homes work has:</p>			
Number of properties with gas	11,033	11,033	10,932
Number of properties with a valid in date annual gas certificate	10,945 (99.2%)	10,940 (99.2%)	10,819 (98.97%)
Number of boiler and heating installations completed	1001	1053	1005
Number of Bathrooms installed	195	275	134
Number of kitchens installed	629	1,210	757
Fitted windows	624	594	743
Electrical checks carried out	441	473	288
Electrical rewires	53	65	70
Number of disabled adaptation jobs carried out in council properties	202	229	137
	£764,501	£1,079,854	£754,000
<b>Repairs and maintenance</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
Number of responsive repairs works orders raised, of which	31,048	31,029	30,573
Emergency	7,457	9,147	8,560
Non-emergency	23,591	21,882	22,013
Responsive Repairs – average time taken to complete a repair from first customer contact to completion of all repairs	13.41 days	17.77 days	7.76 days
<b>Customer Satisfaction</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
Responsive Repairs – council tenants satisfied with the service	96.3%	96.9%	98.5%
Planned maintenance - council tenants satisfied with the service	97.4%	99.7%	99.2%

## Tenancy Standard

Options (Allocations)	2008/09	2009/10	2010/11
Average time taken to re-let empty council homes	22.8 days	27.2 days	28.7 days
Number of empty council homes let in year	928	1067	909
Number of council homes still empty at end of year	124	77	150
Number of households found or assisted with accommodation	2,000	2,362	1,659
Number of Homeswaps (Mutual Exchange) completed	206	241	233
Number of households given housing advice at the centralised options service (this does not count those helped at local housing offices)	12,162	12,154	11,124
Number of homeless households living in temporary accommodation (NI 156)	112	84	143
<b>At Dec 2010 the All England average for number per 1,000 households was 2.2 and 1.0 for the South East. MK was 1.3, above the South East average but below the All England.</b>			

Customer Satisfaction	2008/09	2009/10	2010/11
New tenants – Percentage satisfied with sign up process	New	97.6%	94.2%

Rents - Income Collection	2008/09	2009/10	2010/11
% of rent collected this financial year	97.8%	98.2%	98.2%
<b>Housemark Stock retaining group (24 local authorities) average for 2010/11 was 98.43% (National club collect a different measure from 2010/11)</b>			
Number of Evictions as a result of rent owed	78	50	29
% of tenants rent accounts with no arrears at end of tenancy (New for 2009/10)	-	62.5%	63.4%
% of new tenants rent accounts not in arrears after 12 weeks (New for 2009/10)	-	69.8%	66.3%

## Neighbourhood Management Standard

Neighbourhood management	2008/09	2009/10	2010/11
Communal repairs – average time taken from first contact to completion of all necessary repairs	-	17.18 days	6.72 days
Garage repairs – average time taken from first contact to completion of all necessary repairs	-	18.10*** days	9.50*** days
Number of licensed Houses in Multiple Occupation (HIMOs)	104	130	166
Amount given out in “Flexible Home Loans” this financial year	New	£178,803	£483,800
Anti social behaviour	2008/09	2009/10	2010/11
Number of Anti Social Behaviour (ASB) cases opened this year	549	350	377****
Number of ASB cases still pending at the end of the year	42	164	217****
Number of ASB closed cases at the end of the year	373	464	364****
ASB – average time taken from complaint received to close of case	127.00 days	184.10 days	235.2 days
Of complainants cases closed, how satisfied were they with the process (Quarterly survey – first one undertaken at end of 2009/10)	-	46%	71%

### Note

\*\*\* - measure changed to report latest performance figure not average of whole year, 2009/10 figure changed in line with change to measure.

\*\*\*\* - From 2010/11 figures now include Home Ownership ASB cases

## Contact details

### Housing Services

#### Housing Offices

Telephone:

North: 01908 691691

South: 01908 374312

East: 01908 670626

West: 01908 252937

[mkhousingservice@milton-keynes.gov.uk](mailto:mkhousingservice@milton-keynes.gov.uk)

Web: [www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)

#### Resident Involvement Team

Telephone: 01908 679250

E-mail: [get.involved@milton-keynes.gov.uk](mailto:get.involved@milton-keynes.gov.uk)

Web: [www.milton-keynes.gov.uk/resident-involvement](http://www.milton-keynes.gov.uk/resident-involvement)

#### Repairs Service centre

Telephone: 0800 035 4466 or 01908 254466

E-mail: [mkcrepairs@milton-keynes.gov.uk](mailto:mkcrepairs@milton-keynes.gov.uk)

Web: [www.milton-keynes.gov.uk/repairs-and-improvements](http://www.milton-keynes.gov.uk/repairs-and-improvements)

#### Wheldons Gas repairs

Telephone: 0800 294 6262 or 01908 211559

E-mail: [mkcrepairs@milton-keynes.gov.uk](mailto:mkcrepairs@milton-keynes.gov.uk)

Web: [www.milton-keynes.gov.uk/repairs-and-improvements](http://www.milton-keynes.gov.uk/repairs-and-improvements)

#### Home Ownership Team

Telephone: 01908 253067

E-mail: [homeownershipteam@milton-keynes.gov.uk](mailto:homeownershipteam@milton-keynes.gov.uk)

#### Tenant Support Team

Telephone: 01908 827351

E-mail: [mkenquires@connectionsfs.org](mailto:mkenquires@connectionsfs.org)

### Council Services

#### Customer Service Team

Telephone: 01908 253817

E-mail: [housing.complaints@milton-keynes.gov.uk](mailto:housing.complaints@milton-keynes.gov.uk)

#### General MKC enquiries

Telephone: 01908 691691

E-mail: [info@milton-keynes.gov.uk](mailto:info@milton-keynes.gov.uk)

Web: [www.milton-keynes.gov.uk](http://www.milton-keynes.gov.uk)

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**Milton Keynes  
Council**  
Civic Offices  
1 Saxon Gate East  
Central Milton Keynes  
MK9 3EJ

T 01908 679250  
E [mkhousingservice@milton-keynes.gov.uk](mailto:mkhousingservice@milton-keynes.gov.uk)  
W [www.milton-keynes.gov.uk/housing-mkc](http://www.milton-keynes.gov.uk/housing-mkc)