

Working in partnership to
improve services for tenants
and leaseholders

2019/20

T **ANNUAL REPORT TO** **Tenants**



A great city to live in

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Welcome

Welcome to our Annual Report to Tenants which sets out how Birmingham City Council has performed as your landlord during 2019/20 against the National Housing Standards for Social Landlords.

This report is our opportunity to explain to you how well the services we provide are performing and celebrate our achievements. We have also highlighted our priorities for the year ahead to help achieve our aim of providing great homes and the best services for all our tenants and leaseholders.

Looking back at some of our key achievements in 2019/20 there is much to celebrate. Birmingham Municipal Housing Trust (BMHT) built 131 homes for rent and 89 homes for outright sale and agreed a 10-year development programme to deliver a further 3,000 new homes. To continue this great work our priority for 2020/21 will be to start the programme for new housing

at Yardley Brook and begin the first phase of the regeneration of the Bromford housing estate.

Fire safety in our high-rise blocks remains our top priority with the successful installation in 2019/20 of fire safety sprinkler systems in 17 high rise blocks. These are linked to the Careline control room and in the event of an activation, an electronic notification enables Careline Officers to contact West Midlands Fire Service for an immediate response. During 2020/21 we will continue linking the Careline service to fire safety sprinkler systems in our high-rise blocks whilst also continuing to carry out enhanced fire safety work to upgrade all our high-rise accommodation. To further improve our high rise blocks we re-launched the Block Inspector initiative and have recruited over 100 tenants city-wide to carry out inspections in partnership with our local housing teams. We would like to thank all the volunteers and look forward to

working with them in 2021.

It has also been another successful year for our repairs contractors who have carried out 3,600 council home improvements, this includes replacing over 1,600 heating and hot water boilers and modernising over 1,000 kitchens and 500 bathrooms. In 2020/21 we will continue with our programme to undertake a full stock condition survey to 100% of our properties, to inform future needs for property improvement works.

In July 2019 we celebrated '100 Years of Council Housing' in Birmingham. To commemorate this historic landmark, we held a central formal celebration as well as local HLB events. This gave us a wonderful opportunity to reflect on how far we had come as a council and the progress we had made in meeting local housing needs. We would like to take this opportunity to thank everyone who took part and shared their memories with us.



In March 2020, like everyone our plans and day to day operations were disrupted by the unprecedented COVID-19 pandemic. This presented all of us with many challenges in how we delivered services whilst also keeping our customers and colleagues safe. We would like to take this opportunity to thank all our tenants and leaseholders for their patience and understanding during this time and to let you know that we will continue to put your needs at the heart of our organisation.

Julie Griffin

Acting Assistant Director, Housing, Neighbourhoods Directorate

Cllr Sharon Thompson

Cabinet Member for Homes and Neighbourhoods

Tenant involvement and empowerment

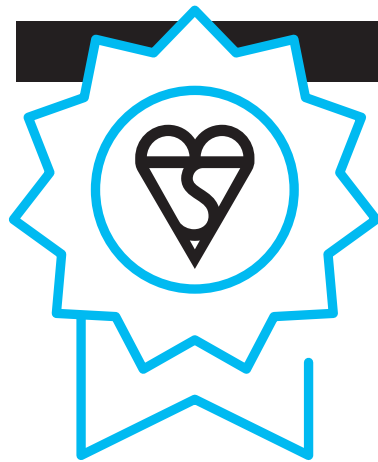
This standard sets out how we communicate and involve tenants.

BIRMINGHAM IN BLOOM

250
COUNCIL TENANTS
& LEASEHOLDERS
ENTERED



HOUSING LIAISON BOARD (HLB) KITEMARK ACCREDITATION



**OF 26 ACTIVE
HLBs**

7 HLBs:

Achieved a Two-Year Kitemark Certificate.

9 HLBs:

Achieved a One-Year Kitemark Certificate.

5 HLBs:

Were classified as 'needing support'.

Five HLBs received a Two-Year Kitemark Certificate last year resulting in an 81% pass rate which exceeded the 70% annual target.

TENANT PARTICIPATION OFFICERS (TPOs)

412 PROJECTS &
COMMUNITY
EVENTS

were carried out by our TPOs across the city – these included:

Party on the Green, Repair Contractor Information Sessions, Block Inspector Training, 100 Years of Council Housing Celebration, Digital Training for Tenants, Installation of Holtes Walk Trip Rail, Community Clean-up Days for the Great British Spring Clean and Sheltered Scheme Improvement Works.



Looking back...

Tenant Involvement and Empowerment

- We held a city-wide event in July 2019 to celebrate '100 Years of Council Housing'. This was followed by a series of local events which highlighted the importance and history of council housing in Birmingham and gave us an opportunity to talk to tenants about priorities for their neighbourhoods.
- Over 70 tenants and leaseholders attended the annual Birmingham in Bloom HLB awards ceremony which was held on the 6 November 2019. This event celebrates those who take pride in their gardens and neighbourhood. This year, to celebrate '100 Years of Council Housing' the Performance Monitoring Group also recognised the work of our Repair's Contractors during the ceremony.
- To contribute to the review of the Block Champions initiative we held a focus group with existing

Block Champions. As a result of feedback, communication and internal processes have been improved, a new form was designed and the name was changed to Block Inspectors. We then launched a promotional campaign which resulted in the successful recruitment of over 100 Block Inspectors throughout the city.

- To support our Block Inspectors, we purchased Hi-Vis Jackets and designed ID Badges.
- We successfully completed a review of the HLB Boundaries to reflect the political ward changes that came into effect in 2018.
- We carried out a review of the Kitemark scoring system. These changes have been agreed with CHLB Members and will be implemented in the next Kitemark assessment.
- We continued to support the Performance Monitoring Group, a subgroup of City Housing

Liaison Board, who monitor the performance of housing management and our repairs contractors.

Tenant Management Organisations (TMOs)

- We completed Annual Review Reports for the five TMOs meeting the requirements of the MMA (Modular Management Agreement).
- The TMO Support Team have carried out all individual liaison meetings with the five TMOs in line with the MMA and TMO Monitoring Framework.
- The TMO Support Team have worked closely with all five TMOs to ensure they have achieved and implemented their individual Birmingham Audit GDP (General Data Protection Regulation) recommendations.
- Continued to collaborate with TMOs and BCC Repairs Teams to ensure repairs identified during

their daily and monthly inspections are successfully resolved and ensure building safety is maintained.

Tenant Halls

- All Tenant Hall Management Committees have carried out the required annual statutory checks to comply with their Property Log book.
- Annual statutory visits were carried out to ensure all Tenant Halls are fit for purpose.
- We completed a programme of capacity building initiatives for our Tenant Hall Management Committees. This included income generation, fundraising, governance support, health and safety and other relevant activities identified by each organisation.
- Continued to carry out all repair jobs that are the responsibility of Birmingham City Council for each Tenant Hall.

Looking forward...

Tenant Involvement and Empowerment

- To implement the new Kitemark scoring system.
- We will design a directory of partners and contacts to improve engagement between users.
- The Birmingham in Bloom 2020/21 competition categories have been redesigned to include more non gardening categories to give recognition to a wider group of tenants and residents for their contribution to community involvement and engagement. The additional categories are Good Neighbour Award, Young Neighbour Award (under 25 years of age), Tenant Led Group of the Year, Safe Communities Award and Supporting Engagement Award. Sadly, COVID-19 restrictions means there will be no award ceremony this year and the 2020 winners will be awarded by their District TPO.
- We will set up partnership

meetings with our Repairs Contractors to improve communication and opportunities for collaborative working.

- To compile 10 city-wide local analysis reports based on diversity data gathered from the Northgate Database. These will assist local officers building ward plans.

TMOs

- Review and modify the current annual review process for TMOs. The outcome will include the development of a self-assessment form to be completed by all TMOs and improvement of the current annual report template to enable the TMO Support Team to effectively carry out its responsibilities as specified in the TMOs Modular Management Agreement (MMA).
- Complete GDPR audit recommendations to ensure all updated data processing

agreements are in place for all five TMOs.

- Ensure daily and monthly block inspections are carried out by all TMOs and evidence is collated by the TMO Support Team.
- Ensure that information relating to COVID-19 is made available to all TMOs to maintain compliance with government guidance and to support the safety and well-being of residents living in TMO managed blocks.
- Because of COVID-19 restrictions TMO AGMs and other operational meetings have been postponed. We will maintain contact with all TMOs to ensure these are carried out when a revised timetable is agreed between TMO bodies and the government.

Tenant Halls

- Provide support to Tenant Halls Management Committees to prepare Health and Safety Risk

Assessments including precautions to combat COVID-19.

- Undertake Health and Safety Risk Assessments of Tenant Halls.
- Continue to support Tenant Hall Management Committees in capacity building initiatives such as providing grant funding opportunities, governance and other support activities.
- All Tenant Hall Management Committees to carry out the annual statutory checks to comply with their Property Log book, and other statutory checks carried by officers in the RI team.
- Undertake tendering process with Property Services for leasing of Greaves Tenant Hall.
- Continue all repair jobs that are the responsibility of Birmingham City Council for each of the Tenant Hall.
- Ensure each Tenant Hall fulfils its responsibility to the council for repairs standards and use of qualified contractors.

Tenancy standard

This standard looks at how we allocate our properties and support our tenants.

SUPPORT

3,300
HOUSEHOLDS

subject to
the Social
Sector Size
Criteria
(SSSC).



£362k
DISCRETIONARY
HOUSING PAYMENT
AWARDED

to support
tenants
suffering
hardship
due to
SSSC.



708
HOUSEHOLDS

subject
to the
Benefit
Cap.

£428k
DISCRETIONARY
HOUSING PAYMENT
AWARDED

to support
tenants as
a result
of the
Benefit
Cap.



**ADDITIONAL
£5m**
IN UNCLAIMED
WELFARE
BENEFITS
SECURED FOR



**VULNERABLE
TENANTS**

of which £2
million have
been awarded.

HELPING THE VULNERABLE

350
TENANTS



received housing support who were care-leavers and young ex-homeless people.

10,590 HOMELESS
PRESENTATIONS &
7,030
HOUSING NEEDS
ASSESSMENTS

were handled and completed by Housing Options.

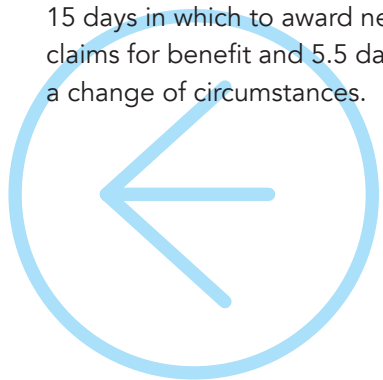
The 'Housing First' programme has been embedded throughout the Letting Service to support rough sleepers.



Looking back...

Supporting our Tenants with Welfare Reform

- To support our tenants the council has continued to absorb benefit funding cuts by the government whilst still providing an efficient service in line with Key Performance Indicators (KPIs).
- To better support our tenants, we have reduced the 'average days to award benefit' to 11 days for new claims and 3.5 days for changes of circumstances. This exceeds the council target to process new claims in 18-days and shows improved performance compared to 2018/19 where we achieved 15 days in which to award new claims for benefit and 5.5 days for a change of circumstances.



Managing your Rent

- The Rent Team has continued to work in partnership to deliver an efficient and robust service to meet our rent and arrears collection targets.
- There have been 296 evictions for rent arrears, slightly less than last year, which shows how well the Eviction Prevention Panel is working with our tenants to help them sustain their tenancies. The Eviction Prevention Panel continues to play an important part in reducing homelessness and referrals to expensive temporary accommodation

Lettings Suites

- We have developed our preventative, proactive and early intervention approach to support tenancy sustainability and prevent homelessness.

- We have supported the most vulnerable tenants who are at risk of not managing their tenancy including care leavers.
- We have continued to support tenants moving on to Universal Credit.
- We urgently reviewed and implemented changes to our processes and working arrangements to adapt to the COVID-19 pandemic.

Financial Inclusion

- The Financial Inclusion Team (FIT) had more than 1,500 interactions with citizens advising/signposting information on money advice, utility/fuel poverty and budgeting.
- To support residents with financial advice the Financial Inclusion Partnership ran a series of events during the 'Talk Money and Pensions Week. This included a Community Radio Campaign, a

council staff event, together with community events at the Hub Community Centre, Perry Tree Centre, Newtown Shopping Centre, Balsall Heath Library and Nechells Community Centre.

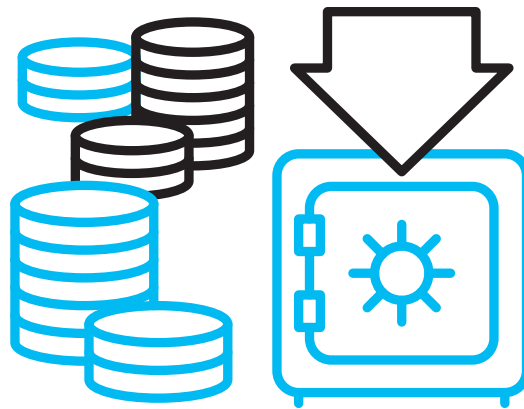
Housing Options

- We have successfully reduced the number of outstanding decisions within homelessness to less than 5%.
- We have created inclusive Homelessness Hubs catering for Young People, Offenders and those experiencing Domestic Abuse.
- Birmingham has increased investment in helping people who sleep rough through additional street outreach, emergency accommodation and support to move on. If you are worried about someone who may be sleeping rough you can let the outreach team know by going to: www.streetlink.org.uk

ACHIEVEMENTS

THE RENT TEAM
COLLECTED
99.5%
OF RENT DUE

against a council target of 94.6%.



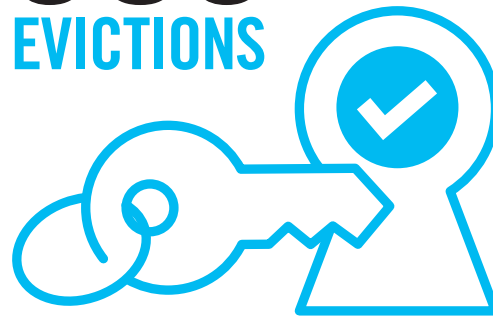
£874k

was collected from
former tenants.



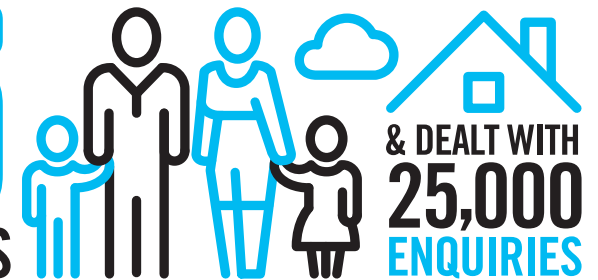
303
EVICTIONS

were prevented
through direct
intervention
and support.



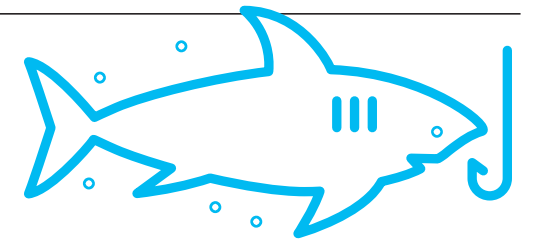
NEIGHBOURHOOD ADVICE & INFORMATION SERVICE (NAIS)

NAIS SUPPORTED
15,800
COUNCIL TENANTS



& DEALT WITH
25,000
ENQUIRIES

OVER 400
PROSECUTIONS



for illegal money lending activity were secured by NAIS in partnership with the 'England Illegal Money Lending Team'.

£8.3m
OF ILLEGAL
DEBT



WRITTEN
OFF

when we
supported
over 30,000
people.



Looking forward...

Welfare Reform/Managing your Rent

- Continue to meet the target of processing new housing benefit applications within 15 days and processing changes to housing benefit within five days.
- Continue to maximise efficiency and the needs of a changing benefit caseload.
- Facing continuing government funding cuts, maximise government benefit received by the council and safeguard against reductions in subsidy for local authority errors and penalties.
- Continued participation in the Verification of Earnings and Pensions (VEP) and the Housing Benefit Award Accuracy (HBAA) scheme to ensure benefit payments are accurate.
- Ensure measures are in place to minimise any adverse impact to residents in the ongoing rollout of Universal Credit.

- To develop a Supported Exempt Strategy.
- Continue to work closely with Job Centre Plus and the Department of Work and Pensions by employing more officers from the Rent Service to work with Work Coaches and further assist our tenants with claiming benefit and debt advice.

Lettings Suites

- Review our processes and systems including the triage, pre-letting and booking appointments to ensure an effective and efficient service is provided for our tenants.
- Review and adapt the service where needed in response to the COVID-19 pandemic.
- Continue to support tenants moving on to Universal Credit.
- Move the letting service forward by creating an 'end to end' service in both council letting suites covering the whole of the city.
- Continue the 'Housing First Programme' in partnership with

- Shelter, Cranstoun and Trident Reach. This includes supporting the Rough Sleepers Project which faces much more demand due to the COVID-19 pandemic.
- Continue to support our most vulnerable tenants at risk of not managing their tenancy, including care leavers.

Financial Inclusion

- To undertake a project to identify links between 'gambling related harm' and tenancy loss.
- To adapt and amend the Financial Inclusion Strategy and Action Plan to respond to the challenges of the COVID-19 pandemic and support the recovery of the city.
- To launch the ECO Flex (Energy Company Obligation Flexibility) scheme in Birmingham to minimise fuel poverty in the city.
- To work more closely with our tenants to produce user friendly advice and information on the BCC website.

Housing Options

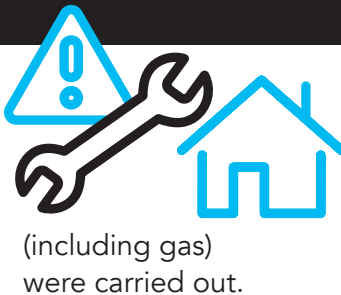
- To ensure that 25% of homelessness cases are prevented from becoming homeless.
- To support 100 families to find a home through homelessness prevention.
- To work with partners to support families by offering financial support and guidance.
- To work with partners to ensure a smooth transition for homeless households leaving institutions.
- To build on the partnership work undertaken with the rough sleepers and single persons' hub, ensuring we work together to support those with complex needs over 25 years of age.
- To continue to support rough sleepers through increased investment to provide additional street outreach, emergency accommodation and support to move on accommodation.

Home standard

This standard looks at how we maintain and improve your homes.

REPAIRS

265k
RESPONSIVE
REPAIR JOBS



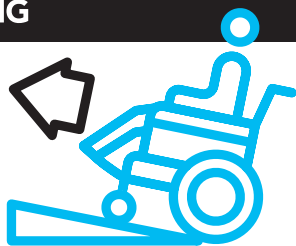
RE-LETTING

3,800 VOID REFURBISHMENTS
MADE AVAILABLE



INDEPENDENT LIVING

341 AIDS & ADAPTATIONS
COMPLETED



NEW HOMES

220 NEW HOMES
COMPLETED



by the Birmingham
Municipal Housing Trust
(BMHT). 131 were for rent
and 89 for outright sale.

CONTRACTORS



59,000
COUNCIL PROPERTIES

received a successful service.
Our contractors have 387 vans in
use and employ 421 operatives.



IMPROVEMENTS

3,600 CAPITAL
IMPROVEMENTS

undertaken to council homes
across the city. This includes:



1,000
kitchens
modernised.



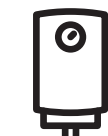
250
doors
replaced.



500
bathrooms
modernised.



40
roofs
replaced.



1,600
boilers
replaced.



200
had windows
replaced.

SAFETY

8,000 ELECTRICAL TESTS
& INSPECTIONS
CARRIED OUT



Looking back...



Repairs and Maintenance

- We have completed the fourth year of the council wide repairs, gas and capital maintenance contracts.
- All contractors delivered their winter programmes and responded well to the testing inclement weather patterns and emergencies that arose. Positive feedback was received in respect of capital investment work including provision of major adaptations.
- Our repair and maintenance contractors continued to deliver a series of positive actions and achievements through the 'social value' element of their contracts. The highlights were – investing over £500,000 in community causes and local charities including over 500 days volunteering in the local community and generating over £170,000 worth of economic benefits for the local community by supporting local businesses. They have also continued to deliver a successful apprenticeship

scheme as well as a range of educational activities in schools and work experience programmes, which have benefitted over 1,500 students.

Voids Service

- We have successfully re-let previously long term 'hard to let' dwellings, which increased rental income to the Housing Revenue Account.
- Our technical officers continue to work with our void tenant inspectors to inspect properties before and after void repair work is completed to ensure a prompt turnaround and that the void property standard is met.

Provision of Affordable Homes

- BMHT generated £18.2m in sales receipts.
- BMHT agreed a further 10-year Development Programme which will deliver 3,000 new homes.

Looking forward...

Repairs and Maintenance

- Continue to complete our annual contract reviews with all contractors to review the year's performance and agree future performance and improvement objectives.
- Continue the programme of installing sprinklers in our high-rise blocks, due to be completed by 2021, along with enhanced fire safety work to upgrade all our high-rise blocks to meet the latest government guidelines.
- Continue to work closely with West Midlands Fire Service to ensure the implementation of fire safety measures resulting from Dame Judith Hackitt's Independent Review – 'Building a Safer Future' (2018).
- Continue to invest in our council stock with an emphasis on green initiatives and improvements to our high-rise and low-rise stock, to improve levels of thermal efficiency.
- Continue our programme for a full stock condition survey to 100% of our properties.

Voids Service

- Work with our contractors to identify service improvements designed to further reduce void turnaround times and ensure that properties meet the Birmingham Void Property Standard.
- Continue to develop strategies to re-let any remaining long term 'hard to let' dwellings helping to increase income to the Housing Revenue Account.
- Provide support to the Housing Options Service to ensure the effective delivery of the Homelessness Reduction Act 2017.

Provision of Affordable Housing

- We will provide 155 new homes, 122 for rent and 33 for outright sale.
- The first phase of the regeneration of the Bromford Housing estate will commence on the site of the former Bayley and Stoneycroft high rise blocks. This will involve the construction of 53 new homes. A second phase of development

will commence in 2022 to build a further 181 new homes. This development has been made possible by working with the Environment Agency to construct new flood defences to the nearby River Tame to remove the risk of flooding to the development of the site. We have been supported in this process by grant funding of £2.7m from Homes England.

- The development of new housing at Yardley Brook will commence and will provide 298 new homes which consist of properties for rent by the council and for sale. Initially work on the site will consist of remediation of the land. Fortunately, the council has secured grant funding of £8.5m towards these costs from the West Midlands Combined Authority and Homes England.
- We will submit the planning application for regeneration of the Pool Farm estate, which will provide for an estimated 270 new homes

to replace obsolete and unpopular maisonettes and flats.

- We will commence market engagement with potential suppliers of off-site manufactured homes and develop a strategy for building up to 100 new homes on a number of pilot sites across the city between 2021 and 2023.



Neighbourhood and community standard

This standard sets out how we work in partnership to manage our estates and anti-social behaviour.

NEIGHBOURHOOD AND COMMUNITY

OVER 59,000
COUNCIL PROPERTIES
MANAGED BY
HOUSING SERVICES



15,000
ENQUIRIES
were made to Tenancy
Estate Management.

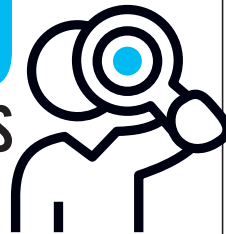
13,850
VISITS

to our tenants have
been carried out.



2,290
INVESTIGATIONS

into alleged breaches
of tenancy conditions,
including 866 for unkept gardens
and 325 for fly tipping.



613
REPORTS OF
ABANDONED
PROPERTIES



MOVING

451
MUTUAL



EXCHANGES
TOOK PLACE

of which 69
were for moves
to smaller
accommodation.



REHOUSING

55 CASES OF
REHOUSING



relating to disasters and decants. These included:



9 FOR FIRE



26 FOR REPAIRS



6 FOR FLOODS

CARELINE

17 HIGH-RISES
WITH SPRINKLER
SYSTEMS
WERE LINKED TO
CARELINE CONTROL ROOM



When activated, an electronic notification
enables Careline officers to contact West
Midlands Fire Service for an immediate response.

Looking back...

Tenancy Estate Management

- The Night Time Security Team responded to 1.6m calls from tenants, visitors, emergency services and partner organisations.
- The Night Time Security Team continue to work in partnership with West Midlands Police to support local communities where ASB is a problem.
- Careline have been working with Chubb Community Care on modernising our call handling platform, in preparation for BT switching off analogue telephone lines in 2025.
- Careline have maintained accreditation to the TSA (TEC Services Association) for the eleventh year running, meeting the Quality Standards Framework.
- We continued to provide dedicated staff to care for residents of our Sheltered Housing Schemes and to provide floating support for residents that require one to one help and advice.

Neighbourhood Services

- We continued to support training and employment opportunities for our residents through the 'Estate Caretaker Apprenticeship Program' and successfully recruited 11 apprentices as full time, permanent Estate Caretakers.
- To celebrate the 'Great British Spring Clean' 28 'clean up' events took place across the city, which resulted in around 16 tonnes of waste being collected and disposed of. These activities were carried out in partnership with HLB members, residents, some Councillors, partners and community groups.

Anti-Social Behaviour

- Due to an increase in the amount of Domestic Abuse, Hate Crime, and Domestic Noise complaints – all three areas have specific action plans to focus on our strategy and procedures.
- The ASB Focus Group was launched with representatives

from across the city to analyse demand and performance as part of our objective for continuous improvement.

- Identified need for Noise Monitoring app for logging complaints.
- Continued membership of the Birmingham Community Safety Partnership, which has included supporting the launch of the Local Partnership Delivery Groups across the city.
- Each of the three Housing Management areas review their live investigations for Hate Crime on a fortnightly basis.
- Monthly reporting for ASB has improved and new reports have been created for senior management and the Performance Monitoring Group.

Domestic Abuse Service

- Commence a full-service review of the Domestic Abuse Service to conclude in 2022.
- A full training plan has been agreed

and events for year one are in motion. Every single officer working within Housing Services will receive general DA awareness training. Officers who investigate cases and enter properties will receive DA dynamic training to further increase their knowledge. The DA officers will also be receiving a full day's course on 'Safe at Home'.

- Exploring the potential of receiving an accreditation for the Domestic Abuse Service during 2020-21.
- New person alert created for our Northgate system to inform other Housing Services when someone is a victim of Domestic Abuse to ensure they receive a sensitive response. This is done with the agreement of the victim.
- Improved reporting that has included weekly and monthly updates for Housing Services.
- We are represented at the ASB Steering Group which feeds directly into the Birmingham Community Safety Board.

CARELINE

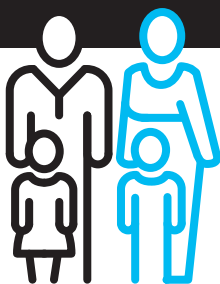
RESPONDED TO
236k CALLS



THINK FAMILY

119 FAMILIES
SUPPORTED

by our 'Think Family' Team
who focus on early intervention.



CLEANER ENVIRONMENT

1,752 TONNES OF
DUMPED WASTE COLLECTED



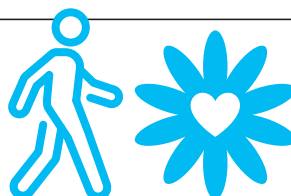
and disposed of by
the Neighbourhood
Services Team.

21 RESIDENTS
SIGNED-UP TO
GOOD NEIGHBOURHOOD AGREEMENTS



to keep our
communities
clean and tidy.

200 ESTATE
WALKABOUTS



were carried out
by officers and HLB
members to keep
our estates clean.

140 HIGH-RISE TENANTS

use our Bulky
Waste Service.



ANTI-SOCIAL BEHAVIOUR

5,749

CASES OF ANTI-SOCIAL
BEHAVIOUR RECORDED



11% were due to
domestic noise.

10% were due to
domestic abuse.

2% were due to
hate crime.

1,034 pre-investigation
checks completed.

787 action plans
completed.

3,094 supervisor case
reviews completed.

530 warnings were
issued to tenants.

78 notices were
issued to tenants.

420 intervention measures
were carried out – this
includes referrals to
partner organisations.

70 cases sent
to legal.

93 legal orders
obtained.

Looking forward...

Tenancy Estate Management

- We will review the 'Introductory Tenancy' approach regarding visiting and ensuring tenancy conditions are followed during the first twelve months and introduce a Business Action into our Northgate system to ensure this is reviewed within a 6-9 months timeframe.
- To ensure we connect our tenants with the support they require through signposting and referrals.
- Review all types of visits conducted across TEM and ASB following the COVID-19 pandemic and consider all new technology to make our investigations more efficient and effective.
- Work with our Repairs colleagues and Contractors to continue the installation of the sprinkler systems in our high-rise blocks.
- We will continue to manage access to the high-rise blocks

covered by the Night Time Security Service which enhances the safety of residents and the local neighbourhood.

- Careline will continue to support residents with technology enabled care packages that help residents to remain living independently.
- We will continue linking the careline service to fire safety sprinkler systems in our high-rise accommodation.
- To continue with the sheltered housing high rise stock review into future best use of accommodation and service provision.

Neighbourhood Services

- We will support residents who responsibly dispose of their waste and take enforcement action where we can against those who dump rubbish.
- Our estate-based teams will continue to maintain the

cleanliness and appearance of our neighbourhoods.

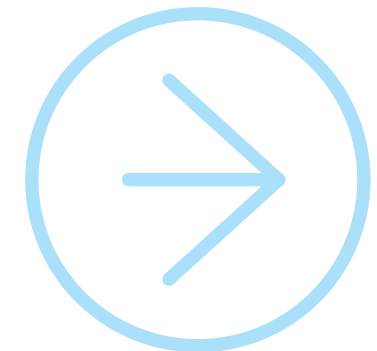
- We will be appointing 19 trainees who we want to successfully become permanent full time Estate Caretakers with BCC.
- We will join tenants and residents in walkabouts of our neighbourhoods and work together to maintain or improve outcomes for citizens.
- We will continue to encourage and support citizens who want to help maintain the cleanliness and appearance of housing neighbourhoods.

Anti-Social Behaviour/ Domestic Abuse Service

- Review the Domestic Abuse Service to ensure we have a model that improves the customer journey and makes all victims and their children safe, taking necessary enforcement action against perpetrators ensuring that all

parties receive appropriate support.

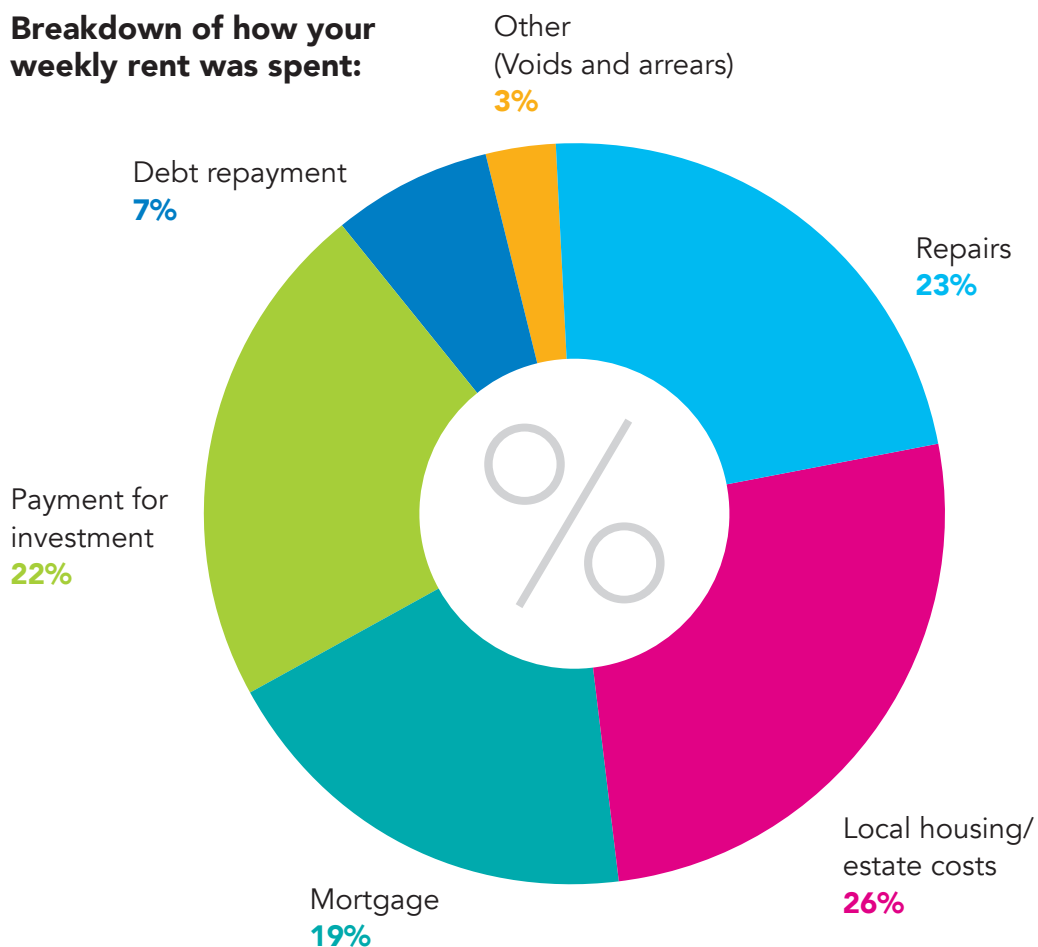
- Tender for a 'Noise Monitoring App' to assist with the increase in Domestic Noise complaints.
- Work closely with the Birmingham Community Safety Partnership to improve our collaboration with partner agencies.
- Prioritise Hate Crime reports to ensure that we are taking appropriate action and safeguarding victims.
- Encourage the usage of the online incident diary and exit survey reporting tools.



Value for money

This standard looks at how we spend money collected in rent.

Breakdown of how your weekly rent was spent:



Breakdown of average weekly rent:

	Budget 2019/20 per week	Actual 2019/20 per week	Change	% Change	Analysis of HRA Outturn 2019/20
Repairs	£18.81	£18.08	-£0.73	-3.88%	23%
Local housing/estate cost	£21.31	£20.68	-£0.63	-2.96%	26%
Mortgage	£15.59	£15.29	-£0.30	-1.92%	19%
Payment for investment	£13.52	£17.97	£4.45	32.91%	22%
Debt repayment	£7.59	£5.60	-£1.99	-26.22%	7%
Other (Voids and arrears)	£3.14	£2.50	-£0.64	-20.38%	3%
Total	£79.96	£80.12	£0.16	0.20%	100%

Feedback

How to give us your views

We would like you to tell us what you think of our services. It's always useful for us to hear about when things have gone right – and when they've gone wrong. There are several ways in which you can give us your comments, complaints or compliments about any aspect of the housing service. Visit the website at birmingham.gov.uk/yourviews

Annual Report to Tenants

We would really appreciate your feedback on the Annual Report by going to birmingham.gov.uk/residentinvolvement and making a comment. Your views will be very useful to us when we are producing future reports.

