

The Annual Report to Tenants 2019 to 2020

Working in Partnership to Improve Services for Tenants and Leaseholders

Welcome

Welcome to our Annual Report to Tenants which sets out how Birmingham City Council has performed as your landlord during the year twenty nineteen to twenty-twenty against the National Housing Standards for Social Landlords. The Annual Report to Tenants 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.

Foreword

Looking back at some of our key achievements during twenty nineteen to twenty-twenty there is much to celebrate. Birmingham Municipal Housing Trust (BMHT) built one hundred and thirty-one homes for rent and eighty-nine homes for outright sale and agreed a ten-year development programme to deliver a further three thousand new homes. To continue this great work our priority for twenty twenty-one 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 twenty nineteen of fire safety sprinkler systems in seventeen 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 the period twenty to twenty-one 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 a hundred 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 twenty twenty-one.

It has also been another successful year for our repairs contractors who have carried out three thousand six hundred council home improvements, this includes replacing over one thousand six hundred heating and hot water boilers and modernising over one thousand kitchens and five hundred bathrooms. In twenty-twenty to twenty-one we will continue with our programme to undertake a full stock condition survey to a hundred percent of our properties, to inform future needs for property improvement works.

In July twenty nineteen we celebrated a hundred years of council housing in Birmingham. To commemorate this historic landmark, we held a central formal celebration as well as local Housing Liaison Board 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 twenty-twenty, like everyone our plans and day to day operations were disrupted by the unprecedented Covid-nineteen 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.

At the bottom right there is a photo and signature of Julie Griffin, Acting Assistant Director, Housing, Neighbourhood Directorate
Underneath this there is a photo and signature of Councillor Sharon Thompson, Cabinet Member for Homes and Neighbourhoods

Tenant Involvement and Empowerment

This standard sets out how we communicate and involve tenants.

Two hundred and fifty council tenants and leaseholders entered Birmingham in Bloom

There are twenty-six active Housing Liaison Boards of which:

Seven Housing Liaison Boards achieved a two Year Kitemark Certificate, nine Housing Liaison Boards achieved a one Year Kitemark Certificate and five Housing Liaison Boards were classified as 'needing support'. A total of five Housing Liaison Boards received a two Year Kitemark Certificate in last year's assessment. This resulted in an eighty one percent pass rate for the Kitemark which exceeded the seventy percent annual target.

Our Tenant Participation Officers have carried out four hundred and twelve projects and community events across the City these included: Party on the Green, Repair Contractor Information Sessions, Block Inspector Training, one hundred Years of Council Housing Celebration, Digital Training for Tenants, Installation of Holes 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 two thousand and nineteen to celebrate a hundred 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 seventy tenants and leaseholders attended the annual Birmingham in Bloom Housing Liaison Board awards ceremony which was held on the sixth of November two thousand and nineteen. This event celebrates those who take pride in their gardens and neighbourhood. This year, to celebrate a 'hundred 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 a hundred Block Inspectors throughout the City. To support our Block Inspectors, we purchased Hi-Vis Jackets and designed identification Badges.
- We successfully completed a review of the Housing Liaison Board Boundaries to reflect the political ward changes that came into effect in two thousand and eighteen.
- We carried out a review of the Kitemark scoring system. These changes have been agreed with City Housing Liaison Board 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

- We completed Annual Review Reports for the five Tenant Management Organisations meeting the requirements of the Modular Management Agreement.
- The Tenant Management Organisation Support Team have carried out all individual liaison meetings with the five Tenant Management Organisations in line with the Modular Management Agreement and Tenant Management Organisations monitoring framework.
- The Tenant Management Organisations Support Team have worked closely with all five Tenant Management Organisations to ensure they have achieved and implemented their individual Birmingham Audit General Data Protection Regulation recommendations.
- Continue to collaborate with Tenant Management Organisations and Birmingham City Council 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 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 an internal and external directory of partners and contacts to improve engagement between users.
- The Birmingham in Bloom twenty twenty to twenty twenty-one 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 twenty-five years of age), Tenant Led Group of the Year, Safe Communities Award and Supporting Engagement Award. Sadly because of the COVID nineteen restrictions this year there will be no award ceremony and the twenty-twenty winners will be awarded by their District Tenant Participation Officers.
- We will set up partnership meetings with our Repairs Contractors to improve communication and opportunities for collaborative working.
- We will compile a citywide and a series of ten local analysis reports based on diversity data gathered from the Northgate Database. These reports will assist local officers in building ward plans.

Tenant Management Organisations

- Review and modify the current annual review process for Tenant Management Organisation. The outcome will include the development of a self-assessment form to be completed by all Tenant Management Organisations and improvement of the current annual report template to enable the Tenant Management Organisation Support Team to effectively carry out its responsibilities as specified in the Tenant Management Organisations Modular Management Agreement (MMA).
- Complete General Data Protection Regulation audit recommendations to ensure all updated data processing agreements are in place for all five Tenant Management Organisations.
- Ensure daily and monthly block inspections are carried out by all Tenant Management Organisations and evidence is collated by the Tenant Management Organisation Support Team.
- Ensure that information relating to COVID nineteen is made available to all Tenant Management Organisations to maintain compliance with government guidance and to support the safety and well-being of residents living in Tenant Management Organisation managed blocks.
- Because of COVID nineteen restrictions Tenant Management Organisation Annual General Meetings as well as other operational meetings have been postponed. We will maintain contact with all Tenant Management Organisations

to ensure these are carried out when a revised timetable is agreed between Tenant Management Organisations 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 nineteen.
- Undertake Health and Safety Risk Assessment inspections 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 Resident Involvement team.
- Undertake tendering process with Property Services for leasing of Greaves Tenant Hall.
- Continue to carry out all repair jobs that are the responsibility of Birmingham City Council for each of the Tenant Halls.
- Ensure each Tenant Hall fulfils its responsibility to Birmingham City Council for repairs standards and use of qualified contractors.

Tenancy Standard

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

Three thousand, three hundred households were subject to the Social Sector Size Criteria and three hundred and sixty-two thousand pounds in Discretionary Housing Payment was awarded to support tenants suffering hardship due to the Social Sector Size Criteria

There were seven hundred and eight households subject to the Benefit Cap and four hundred and twenty-eight thousand pounds Discretionary Housing Payment was awarded to support tenants as a result of the Benefit Cap

An additional five million pounds in unclaimed welfare benefits secured for vulnerable tenants of which two million pounds have been awarded.

Housing support was provided to three hundred and fifty tenants who were care leavers and young ex-homeless people.

Housing Options dealt with ten thousand, five hundred and ninety homeless presentations and completed seven thousand and thirty Housing Needs Assessments

Embedded the 'Housing First' programme throughout the Letting Service to support rough sleepers.

Neighbourhood Advice & Information Service supported fifteen thousand and eight hundred council tenants and dealt with twenty-five thousand enquiries.

In partnership with 'England Illegal Money Lending Team' the Neighbourhood Advice and Information Service

- secured more than four hundred prosecutions for illegal money lending activity
- supported over thirty thousand people by writing off eighty-three million pounds of illegal debt.

The Rent Team collected ninety-nine; point five percent of rent due which exceeded the council target of ninety-four; point six percent

Eight hundred and seventy-four thousand and two hundred pounds was collected from former tenants

Three hundred and three evictions were prevented through direct intervention and support.

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.
- To better support our tenants, we have reduced the 'average days to award benefit' to eleven days for new claims and three and a half days for changes of circumstances. This exceeds the council target to process new claims in eighteen-days and shows improved performance compared to the year twenty eighteen to nineteen where we achieved fifteen days in which to award new claims for benefit and five and a half 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 two hundred and ninety-six 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 nineteen pandemic.

Financial Inclusion

- The Financial Inclusion Team had more than one thousand five hundred interactions with citizens advising or signposting information on money advice, utilities, 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 five percent.
- 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

Looking Forward

Welfare Reform and Managing your Rent

- Continue to meet the target of processing new housing benefit applications within fifteen 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 and the Housing Benefit Award Accuracy 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 nineteen 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 nineteen 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 nineteen pandemic and support the recovery of the city.
- To launch the 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 Birmingham City Council website.

Housing Options

- To ensure that twenty five percent of homelessness cases are prevented from becoming homeless.
- To support a hundred 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 twenty-five 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

To deliver a successful service to over fifty-nine thousand council properties our contractors have three hundred and eighty-seven vans in use and employ four hundred and twenty-one operatives.

Two hundred and sixty-five thousand responsive and gas repair jobs were carried out

Eight thousand electrical tests and inspections were carried out

Three thousand, six hundred capital improvements have been undertaken to council homes across the city

This includes:

- one thousand kitchens modernised.
- five hundred bathrooms modernised.
- one thousand six hundred central heating boilers replaced.
- two hundred properties had windows replaced.
- two hundred and fifty doors replaced.
- forty roofs replaced.

Three thousand, eight hundred void refurbishments have been made available for re-letting

Three hundred and forty-one aids and adaptations have been completed

Birmingham Municipal Housing Trust completed two hundred and twenty; new homes, one hundred and thirty-one for rent and eighty-nine for outright sale

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 five hundred thousand pounds in community causes and local charities including over five hundred days volunteering in the local community and generating over one hundred and seventy thousand pounds 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 one thousand five hundred 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

- Birmingham Municipal Housing Trust generated eighteen point two million pounds in sales receipts.
- Birmingham Municipal Housing Trust agreed a further ten year Development Programme which will deliver three thousand 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 the year twenty twenty-one 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' (written in the year twenty eighteen)
- 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 a hundred percent 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 twenty seventeen.

Provision of Affordable Housing

- We will provide one hundred and fifty-five new homes, one hundred and twenty-two for rent and thirty-three 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 fifty-three new homes. A second phase of development will commence in twenty twenty-two to build a further one hundred and eighty-one 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 two point seven million pounds from Homes England.
- The development of new housing at Yardley Brook will commence and will provide two hundred and ninety-eight, 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 eight point five million pounds 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 two hundred and seventy 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 a hundred new homes on a number of pilot sites across the city between the year twenty twenty-one to twenty twenty-three.

Neighbourhood and Community Standard

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

Housing Services manages over fifty-nine thousand council properties

Fifteen thousand enquiries made to Tenancy Estate Management.

Thirteen thousand, eight hundred and fifty visits to our tenants have been carried out.

Two thousand two hundred and ninety investigations into alleged breaches of tenancy conditions, of these eight hundred and sixty-six were for unkept gardens and three hundred and twenty-five for fly tipping

Four hundred and fifty-one mutual exchanges took place, of which sixty-nine were for moves to smaller accommodation.

Six hundred and thirteen reports of abandoned properties were investigated

Fifty-five cases of rehousing relating to disasters and decants, including nine for fires, six for floods, and twenty-six for repairs

seventeen high rise blocks fitted with fire safety sprinkler systems were linked to the Careline control room. In the event of an activation, an electronic notification enables Careline officers to contact West Midlands Fire Service for an immediate response.

Careline responded to two hundred and thirty-six thousand calls

One hundred and nineteen families supported by our 'Think Family Team' who focus on early intervention.

One thousand seven hundred and fifty-two tonnes of dumped waste collected and disposed of by the Neighbourhood Services Team

Twenty-one residents signed up to Good Neighbour Agreements to help keep communities clean and tidy.

Two hundred estate walkabouts were carried out involving officers and Housing Liaison Board members to keep our estates clean.

One hundred and forty high rise tenants used our Bulky Waste Service

Anti-Social Behaviour

Five thousand seven hundred and forty-nine cases of Anti-Social Behaviour were recorded, eleven percent were due to Domestic Noise, ten percent Domestic Abuse and two percent Hate Crime.

One thousand and thirty-four pre-investigation checks completed.

Seven hundred and eighty-seven action plans completed.

Three thousand and ninety-four supervisor case reviews completed.

Five hundred and thirty warnings were issued to tenants.

Seventy-eight notices were issued to tenants.

Four hundred and twenty intervention measures were carried out this includes referrals to partner organisations.

Seventy cases sent to Legal.

Ninety-three Legal Orders obtained.

Looking Back

Tenancy Estate Management

- The Night Time Security Team responded to one point six million 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 Anti-Social Behaviour is a problem.
- Careline have been working with Chubb Community Care on modernising our call handling platform, in preparation for British Telecom switching off analogue telephone lines in twenty twenty-five.
- Careline have maintained accreditation to the TSA (Technology Enabled Care 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 eleven apprentices as full time, permanent Estate Caretakers.
- To celebrate the 'Great British Spring Clean' twenty-eight 'clean up' events took place across the city, which resulted in around sixteen tonnes of waste being collected and disposed of. These activities were carried out in partnership with Housing liaison board 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 Anti-Social Behaviour Focus Group was launched with representatives from across the city to analyse demand and performance, as well as taking the lead on themes of Anti-Social Behaviour /Community Safety as part of our objective for continuous improvement.
- Identification of need for a Noise Monitoring app for logging complaints as and when they happen. Delivery of this new technology will hopefully be within the year twenty twenty to twenty twenty-one
- 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 Anti-Social Behaviour 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 the year twenty twenty-two.
- A full training plan has been agreed and events for year one is in motion. Every single officer working within Housing Services will receive general Domestic abuse awareness training. Officers who investigate cases and enter properties will receive Domestic abuse dynamic training to further increase their knowledge. The Domestic abuse officers will also be receiving a full day's course on 'Safe at Home'.
- We are exploring the potential of receiving an accreditation for the Domestic Abuse Service during twenty twenty to twenty twenty-one.

- 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.
- To improve cross-collaborative working we are represented at the Anti-Social Behaviour Steering Group which feeds directly into the Birmingham Community Safety Board. We are also supporting the new Local Partnership Delivery Groups which will be launched in September twenty nineteen.

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 six to nine months' timeframe.
- To ensure we connect our tenants with the support they require through signposting and referrals.
- Review all types of visits conducted across Tenancy Estate Management and Anti-Social Behaviour following the COVID 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 nineteen trainees who we want to successfully become permanent full time Estate Caretakers with Birmingham City Council.
- 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

The average weekly rent for a council property is eighty pounds and twelve pence.

Breakdown of how your weekly rent was spent

Below is a pie chart that shows the breakdown of your weekly rent by percentage.

It shows that repairs accounts for twenty three percent, local housing or estate costs; twenty six percent, mortgage payments; nineteen percent, payment for investment; twenty two percent, debt repayment is seven percent and other (which includes voids and arrears) is three percent.

Breakdown of average weekly rent

Below there is a table that shows the breakdown of your average weekly rent in more detail.

Reading across each column from left to right. The first row sets out budget information on Repairs. This shows that the budget for Repairs for twenty nineteen to twenty was eighteen pounds and eighty-one pence. The actual spend for twenty nineteen to twenty was eighteen pounds and eight pence. This represents an underspend of seventy-three pence. As a percentage change this equates to three-point eighty eight percent. The final column shows the analysis of the Housing Revenue Account outturn for twenty nineteen twenty for Repairs was twenty three percent.

The next row down sets out budget information for local housing or estate costs. It shows that the budget for local housing or estate costs for twenty nineteen to twenty was twenty-one pounds and thirty-one pence. The actual spend for twenty nineteen to twenty was twenty pounds and sixty-eight pence. This represents an underspend of sixty-three pence. As a percentage change this equates to two-point ninety six percent. The final column shows the analysis of the Housing Revenue Account outturn for twenty nineteen twenty for local housing or estate costs was twenty six percent.

The next row down sets out budget information for mortgage payments. It shows that the budget for mortgage costs for twenty nineteen to twenty was fifteen pounds and fifty-nine pence. The actual spend for twenty nineteen to twenty is fifteen pounds and twenty-nine pence. This represents an underspend of 30 pence. As a percentage change this equates to one point ninety two percent. The final column shows the analysis of the Housing Revenue Account outturn for twenty nineteen twenty for mortgage payments was nineteen percent.

The next row down sets out budget information for payment for investment. It shows that the budget for payment for investment for twenty nineteen to twenty was thirteen pounds and fifty-two pence. The actual spend for twenty nineteen to twenty was seventeen pounds and ninety-seven pence. This represents an overspend of four pounds and forty-five pence. As a percentage change this equates to thirty-two-point ninety one percent. The final column shows the analysis of the Housing Revenue Account outturn for twenty nineteen twenty for payment for investment was twenty two percent.

The next row down sets out budget information for debt repayment. It shows that the budget for debt repayment for twenty nineteen to twenty was seven pounds and fifty-nine pence. The actual spend for twenty nineteen twenty was five pounds and sixty pence. This represents an underspend of one pound and ninety-nine pence. As a percentage change this equates to twenty-six-point twenty two percent. The final column shows the analysis of the Housing Revenue Account outturn for twenty nineteen twenty for debt repayment is seven percent

The next row down sets out budget information for Other, which includes voids and arrears. It shows that the budget set for twenty nineteen to twenty for Other was three pound and fourteen pence. The actual spend for twenty nineteen twenty was two pound and fifty pence. This represents an underspend by sixty-four pence. As a percentage change this equates to twenty-point thirty eight percent. The final column shows the analysis of the Housing Revenue Account outturn for Other for twenty nineteen twenty was three percent

The final row on the table sets out the Totals for the breakdown of average weekly rent. The budget for twenty nineteen to twenty was seventy-nine pounds and ninety-six pence. The actual budget for weekly rent for twenty nineteen and twenty was eighty pounds and twelve pence. This represented an overspend of sixteen pence which equates to a percentage change of twenty percent. The analysis of HRA outturn for twenty nineteen twenty was a hundred percent.

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 www.birmingham.gov.uk/yourviews

Annual Report to Tenants

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

