



Annual report

to tenants and leaseholders

2023/24



www.bristol.gov.uk/councilhousing

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Welcome

Welcome to the 2023/24 Annual Report for Tenants and Leaseholders

This was a year of difficult decisions.

In November 2023, after surveys to three of the 98 flats indicated a structural risk, we decided to ask the residents of Barton House to evacuate their homes. Work was needed to improve resident safety and once this was completed, residents moved back in February 2024.

New regulation from the Building Safety Regulator, Regulator of Social Housing, and the Housing Ombudsman's new complaints code, have made all social landlords look at how they deliver services. After reviewing our systems, we found shortfalls in our ability to meet new consumer standards.

As a result, in April 2024, we decided to refer ourselves to the Regulator of Social Housing. Their resulting judgement was a 'C3' grade, meaning serious failings and significant improvement is needed. It is our priority to make the necessary improvements.

We have set up a new Housing and Consumer Standards Programme and Board to tackle issues in our target areas including building repairs, dealing with antisocial behaviour, managing complaints, and improving how we listen to and communicate with residents.

You have the right to expect high standards of housing and compliance from us and this is what we want to provide.

We value your feedback, invite you to get involved, and look forward to working with you to improve services.

John Smith

Interim Executive Director Growth and Regeneration

Fiona Lester

Interim Director Homes and Landlord Services

Your safety is our top priority

We are committed to providing decent and safe council homes. Over the next 12 months, we will deliver a series of projects to improve the safety of our homes and the quality of our service.

Since April 2024, we must comply with new housing consumer standards under the Social Housing (Regulation) Act 2023. We will update our systems so you can easily stay up to date with the ongoing work that has already begun to meet these new standards.

Reaching these new standards will be costly. This will mean there is less money available to meet our targets for new council homes. However, we are continuing the New Build Council House programme. Currently, we have 25 projects working to deliver more than 700 new homes over the next three years. There are 20 more sites identified across Bristol for another 300 homes in the future. We are also buying properties to add to our growing stock.

We are continuing with planned refurbishments such as the upcoming £18 million investment in council housing blocks in St Jude's. This will provide much-needed improvements to resident's homes and communal areas.

This year, we saw the first completions of our shared ownership homes at the Boklok on the Brook, Airport Road development. Shared ownership offers residents the opportunity to part buy and part rent their homes, creating affordable alternatives to private renting. We will be delivering more shared ownership homes in Lockleaze, Knowle, and Hengrove.

If you would like to know more about all the affordable housing developments currently underway across Bristol and see our development pipeline map, visit [Affordable housing developments - bristol.gov.uk](https://www.bristol.gov.uk/affordable-housing-developments)



Councillor Barry Parsons

Chair of the Homes and Housing Delivery Committee

As at 31 March 2024

27,120



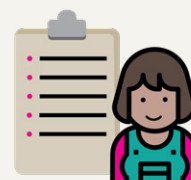
We manage 27,120 rented and leased homes across Bristol.

1,871



We had 26,901 tenants and 1,871 leaseholders

72%



Between 1 April 2024 – 31 March 2024 we surveyed 2,309 residents. 72% of tenants were satisfied with overall services provided by Bristol City Council (STAR Annual Resident Satisfaction Survey).

Safety and quality of homes

Keeping homes in good repair

72%



72% of tenants were satisfied with the quality of their home

75%



75% of tenants were satisfied with the way Bristol City Council (BCC) deals with repairs and maintenance

69%



69% were satisfied with the time taken to complete their most recent repair

71%



71% of tenants who received a repair, were satisfied with the overall repairs service *

88%



88% of appointments were kept

76%



76% of repairs were completed in one visit

35 calendar days



The average time to complete a standard repair (for our internal workforce) was 35 calendar days

88%



88% of emergency repairs were attended within 24 hours

56%



56% of non-emergency responsive repairs completed within the landlords 21 day target

95%



56% of emergency responsive repairs completed within the landlords target timescale

95%



95% of our homes met the Government's Decent Homes Standard

1,054



1,054 new boilers and/or heating systems were installed

1,488



1,488 homes had their exteriors repaired and/or painted

710



710 new kitchens were installed

86%



86% of tenants had overall satisfaction with planned maintenance works

71%



71% of residents were satisfied that their home is well maintained

*(Monthly transactional survey) Repairs transactional survey / Acuity dashboard

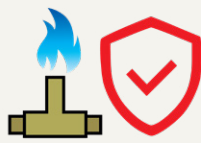
Maintaining the safety of your home

73%



73% residents were satisfied that BCC provide a home that is safe

100%



100% of homes with a working gas supply have had a gas safety check in the last year

98%



98% of homes requiring a fire safety risk assessment have had a risk assessment carried out

26%



26% of homes requiring asbestos management surveys or inspections have been carried out

100%



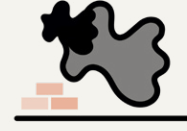
100% of legionella risk assessments carried out in homes that needed one

100%



100% of communal lift safety checks have been carried out in homes where there are lifts

63%



63% of respondents said they had damp and mould in their home. Of these, 63% had already reported the damp and mould to us and 62% asked for Bristol City Council to be notified following the Satisfaction Survey telephone call

Good tenancy management

Lettings

- 956 empty properties were let.
- It took us 79 days on average, to relet a standard empty property, where no major repairs were needed (last year 51 days).
- 95% of new tenancies lasted longer than 1 year (last year 95%).
- On 31 March 2024, we had 358 empty properties intended for re-let.
- 88% of new tenants were satisfied with the overall lettings process.

Building new homes

- During 2023/24, we acquired 36 new build Social Rent homes from developers and one further home to the housing stock for supported Homeless Move-on accommodation, through the conversion of an existing property.
- The council acquired 24 new build homes from developers for Shared Ownership.



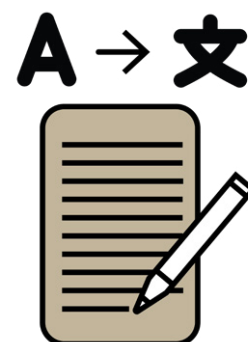
Responsible neighbourhood management

- We responded to **3,544 cases** of anti-social behaviour, this includes 1,138 new cases opened. (42 anti-social behaviour cases opened per 1,000 homes).
- **58%** of tenants were satisfied with the way Bristol City Council deals with anti-social behaviour.
- **1,352** new possible cases of breach of tenancy conditions. Examples include homes/gardens in poor condition or having unsuitable pets.
- **44 cases** of tenancy fraud and abuse across the city. Examples include stopping fraudulent housing and right to buy applications, and the prosecution of people subletting their property.
- **42 anti-social behaviour** cases related to hate crime (1.9 cases per 1,000 homes).
- Around **11,314 homes** (tenants and leaseholders) receive a caretaking service.
- **100%** of site inspections were carried out.
- **85%** of inspections met cleaning standards for communal areas.
- **67%** are satisfied that Bristol City Council Housing and Landlord Services keeps communal areas clean and well-maintained
- **63%** of tenants were satisfied that the landlord makes a positive contribution to neighbourhoods.

Understanding and responding to your needs

Our tenants are:

- **66%** White British
- **22%** Black, Asian or other Minority Ethnic
- **4%** White other
- **8%** Unknown/prefer not to say
- **25%** of tenants are aged 65+
- **32%** of tenants have told us they have at least one disability.
- We completed **495 major** and **1,008 minor adaptations** in the HRA during 23/24 year.
- Our Making Best Use of Stock Team **helped 35 households move** to accommodation that was either already adapted or more suitable for adaptations. This figure is lower than previous years as new allocations were paused during November to February due to finding suitable accommodation for tower block residents needing emergency rehousing.
- The Services to Older People team made an average of **1,086 wellbeing contacts a week** with residents, through a mixture of phone, home visit and intercom.
- The team **responded to 791 emergency alarms**.
- **90% of response teams** arrived within their **30 minute target**.
- We worked in partnership with Black South West Network to deliver **four resident drop in events for black minority ethnic residents**.
- We have provided written information about building safety in English and six of the most requested languages for residents who require written information to be translated.



Respectful and helpful engagement

- We received **217,432 calls** (last year 233,289).
- **82%** were answered (84% last year).
- The average wait for a call to be answered was **7 mins 10 secs**.
- **61%** of tenants feel that Bristol City Council is easy to deal with.
- **57% of tenants are satisfied** that BCC listens to tenant views and acts on them.
- **66%** of residents are satisfied that their landlord keeps them informed about things that matter to them.
- **76%** of residents agree their landlord treats them fairly and with respect.
- **157** residents said they would like to get involved with giving their views and influencing what we do.

Effective handling of complaints

Between April 2023 and March 2024

- We received **1,514 formal complaints**.
- **88% of cases were resolved** at stage 1.
- **12% of complaints were resolved** at stage 2.
- **1%** progressed to Ombudsman stage and we responded to all requests for evidence within timeframes agreed with the Ombudsman on a case by case basis.
- 84 complainants went on to complete an online satisfaction survey following their complaint. The overall satisfaction with complaint handling was **38%** with 53% of complainants bring dissatisfied with their complaints experience.
- From our quarterly tenant satisfaction survey, **28% of residents** said they had made a complaint to us **within the last 12 months**. Of these, 33% were satisfied with the council's approach to handling their complaint.

At stage 1:

- **1,510 stage one complaints** were received (56 per 1,000 homes).
- **76% were responded** to within Bristol City Council's target of 15 working days.
- **46% of stage one complaints responded** to within the Housing Ombudsman's Complaint Handling Code timescales of **10 working days**.

At stage 2:

- **153 complaints escalated to stage two** (6 per 1,000 homes).
- **82% were responded** to within the Housing Ombudsman's Complaint Handling Code timescales of **20 working days**.

Our self-assessment against the Housing Ombudsman Complaint Handling Code and further information about our complaint handling performance is available on our website **Housing Ombudsman: Complaint Handling Code (bristol.gov.uk)**.

We always want to improve and learn from our mistakes. If you have any feedback about how we have handled a complaint or service we would love to hear from you www.bristol.gov.uk/complaints-and-feedback/housing

Do you know about the Housing Ombudsman Service?

As a resident of social housing you have a right to use the Housing Ombudsman Service when unhappy with how we have handled a complaint. They offer a free complaint resolution service and have recently been reformed to be given a more important role in housing.

You can also contact them for general advice about housing complaints and your rights when complaining. Their website has data and reports on complaints in social housing, including on Bristol City Council.

www.housing-ombudsman.org.uk

You can call them on 0300 111 3000

Monday to Friday, 9.15am to 5.15pm

or email info@housing-ombudsman.org.uk

Last year they asked all social landlords to look at how they currently handle complaints. We are pleased to find that we resolve most of your complaints at the first stage of our investigation, however we are aiming to improve how quickly we respond when things go wrong. We have published our 'self-assessment' at

Housing Ombudsman: Complaint Handling Code - bristol.gov.uk

We always want to improve and learn from our mistakes. If you have any feedback about how we have handled a complaint or service we would love to hear from you

www.bristol.gov.uk/complaints-and-feedback/housing

Income management

99.8%



99.81% of rent collected
(Last Year 98.47%
(99.71% new calc))

12%



11.85% of tenants had more than seven weeks arrears

62%



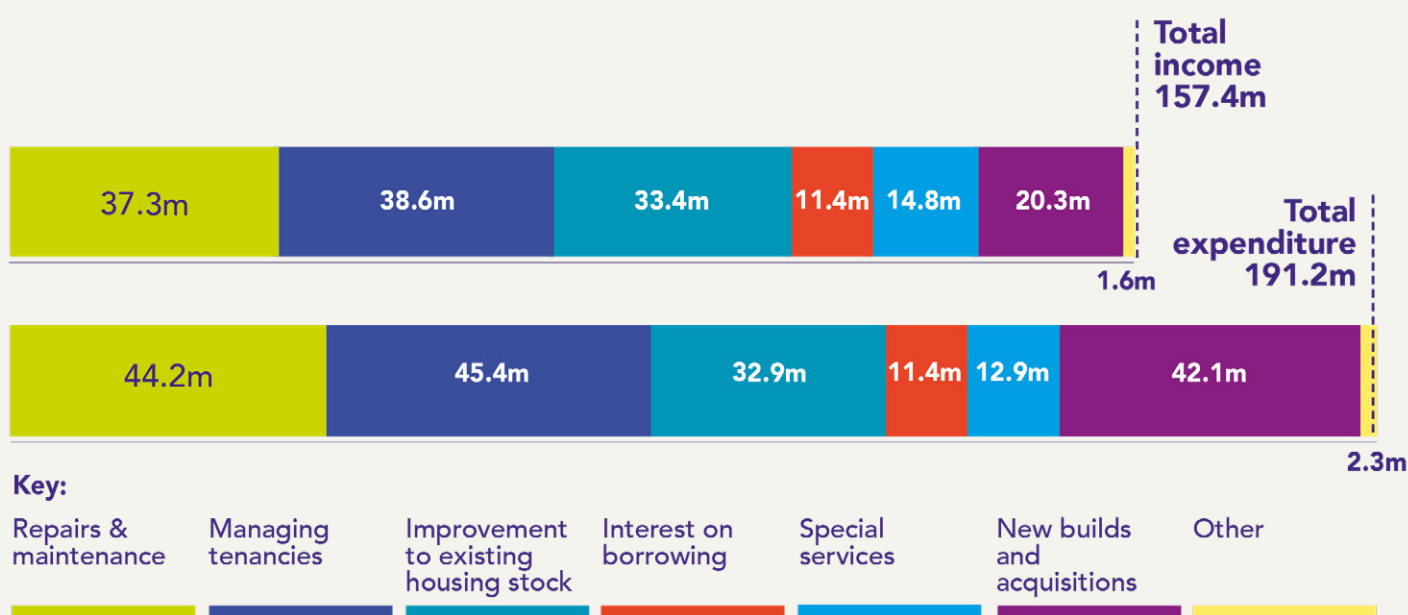
62% of residents said they were impacted by the cost of living



Our Welfare Rights and Monetary Advice team helped 551 Bristol residents, including 231 housing tenants to access £2,888,060 ongoing annual benefit income and £1,810,889 in one off lump sum benefit payments

Our finances - income and 'what we spent' figures

	Total income 2023-24	Expenditure 2023-24
Repairs & maintenance	37.3m	44.2m
Managing tenancies	38.6m	45.4m
Improvement to existing housing stock	33.4m	32.9m
Interest on borrowing	11.4m	11.4m
Special services	14.8m	12.9m
New builds and acquisitions	20.3m	42.1m
Other	1.6m	2.3m
Total	157.4m	191.2m



Senior leadership salaries as at 31 December 2023

Executive Director Growth and Regeneration	Growth and Regeneration		£107,243.73
Director Homes and Landlord Services	Growth and Regeneration	Homes and Landlord Services	£114,356.04

Contact us



- **62.5%** of tenants feel that Bristol City Council is easy to contact
- We received **233,289** calls last year
- **84%** were answered
- The average wait for a call to be answered was **13 minutes 28 seconds**



You can access many of our services anytime quickly online, including:

- View your rent account balance
- Make a rent payment online
- Apply for a mutual exchange, a parking permit and much more!
- Go to: **www.bristol.gov.uk/councilhousing**

The Building Safety Team on
tel: **0800 694 0184** or

Email: **buildingsafety@bristol.gov.uk**

Get Involved

The Housing Scrutiny Panel lets council tenants and leaseholders have a say and influence services that relate to the management of their homes. The panel are a group of tenants and leaseholders who work as a team to improve services for all council tenants and leaseholders.

For more information visit:
www.bristol.gov.uk/housing/housing-scrutiny-panel

If you're interested in getting involved visit:
www.bristol.gov.uk/housing/tenant-participation-form

Useful Contacts

Caretaking: **www.bristol.gov.uk/caretaking**

Complaints or feedback:
www.bristol.gov.uk/complaints

Email: **complaints.feedback@bristol.gov.uk**

Tel: **0117 922 2723** (Monday to Friday, 10am-4pm)

Emergency repairs

Emergency Control Centre:

8.30am to 6pm (office hours):
Tel: **0117 922 2200** (Option 1)
6pm to 8.30am (out of hours):
Tel: **0117 922 2050**

Textphone: **0117 922 3892**

Estate management

www.bristol.gov.uk/counciltenants
Tel: **0117 922 2200** (Option 4)

Housing benefit and council tax reduction

www.bristol.gov.uk/benefits

Report repairs

www.bristol.gov.uk/reportarepair
Tel: **0117 922 2200** (Option 1)

Rents and housing payments

www.bristol.gov.uk/payrent

If you are struggling to pay, call:
0117 922 2200 (Option 3)
(Monday to Friday, 8.30am to 6pm)
Manage your tenancy online:
www.bristol.gov.uk/tenantaccount

Smell gas?

Report gas immediately to National Grid Gas Emergency Service.
Tel: **0800 111 999**

Tenants energy advice

www.cse.org.uk

Tenant service online

View your rent account balance, make a payment or request services
www.bristol.gov.uk/councilhousing

If you would like this information in another language, Braille, audio tape, large print, easy English, BSL video or CD rom or plain text, please contact: 0117 3521444 (choose option 2 and then choose option 3)