

## Appendix 2

### Camden Council Housing Annual Report 2017/18

November 2018

#### Investing in your homes

- We responded to 137,089 repair calls
- We did 48,864 day-to-day repairs
- 93% of you rated our repairs service 'good' to 'excellent'
- 71% of our repairs were finished in a single visit as part of our right first time programme
- We did 45,562 mechanical and electrical repairs to heating and hot water, lifts, TV aerials, door entry systems and CCTV
- 88.5% of you said that our mechanical and electrical repairs service was 'good' to 'excellent'
- We looked into 496 complaints and improved our services as a results (notably around caretaking, voids and recycling). 28% of them were upheld, 30% of them were reviewed to stage 2 and 14% of those were upheld as a result.
- We launched a new resident-led Fire Safety Advisory Panel to improve fire safety across the borough

#### Improving lives

- We allocated 908 homes, including 755 of our Council homes and 153 from Housing Associations
- 557 households became new social housing tenants – 447 of them became Camden tenants and 110 became Housing Associations tenants
- 160 of our allocations went to severely overcrowded households and helped 285 children
- We supported 64 residents to move into sheltered housing – 52 of them in Council properties and 12 in Housing Association properties
- We helped 7 under-occupying social tenants to move into smaller properties
- We helped 106 households to exchange their homes, with 75 of them swapping their homes with another household. 15 of these exchanges involved downsizing
- Our Well and Warm service visited 313 homes to give them energy advice and make them warmer and more comfortable
- We created 2 new posts to work closely with our older tenants wishing to downsize. Since the new Under-Occupation Advisers started, they have achieved 28 moves.

#### Creating attractive places

- Our Spring Clean programme helped renovating 8 blocks
- We organised a big summer event at Wendling and surrounding estates and nearly 350 recycling containers were distributed and recycling leaflets were distributed
- We organised a series of other estate events where we spoke on average to 200 residents per event
- We organised 32 site visits and walkabouts to engage and raise awareness on recycling
- 1 estate had its chute converted which increased recycling on average by 110kg per week per block. Other estates showed similar increase up to 120 kg per week per block

- We're recycling more on our estates. 1,896 of your homes had a visit from us to raise awareness of recycling and healthy living
- 15 textile banks brought the Council an income of £12,000

### **Making communities stronger**

- For the first time in a decade we built more new Council homes than were lost through Right to Buy: Camden lost 44 Council homes through Right to Buy and built 115 new ones. Of these, 62 were additional new homes and 53 were replacing existing homes which were in a very poor state.
- We assisted tenants with 517 new claims for benefits and generated £2 million in additional income
- We helped 528 people with money advice
- We visited 100 tenants in our over 75s visiting programme
- We supported 20 tenants who were affected by the benefit cap into employment
- We started to let our 65 new Camden Living rent homes at intermediate rents and gave priority to Council tenants, people on the housing register and key workers