

# HOUSING ANNUAL REPORT

## 2023-2024



Showcasing our standout moments and achievements from 2023/24

TUV version one: 12 August 2024

### Tenancy Update Visit

Section A - Person and Property details

Address: \_\_\_\_\_ Tenant: \_\_\_\_\_

Tenancy Reference: \_\_\_\_\_  
Update visit completed by: \_\_\_\_\_  
Date / time of update visit (including instructions e.g. avoid school run): \_\_\_\_\_

Joint tenancy? ☐ Yes ☐ No

Section A - Tenant 1 - check the following		Section A - Tenant 2 - check the following	
ID checked? Yes / no	Do checked? Yes / no	ID checked? Yes / no	Do checked? Yes / no
Title: _____	Title: _____	Title: _____	Title: _____
First name(s): _____	First name(s): _____	First name(s): _____	First name(s): _____
Last name: _____	Last name: _____	Last name: _____	Last name: _____
Date of birth: _____	Date of birth: _____	Date of birth: _____	Date of birth: _____
Tel No: _____	Tel No: _____	Tel No: _____	Tel No: _____
E-mail: _____	E-mail: _____	E-mail: _____	E-mail: _____
NOK: _____	NOK: _____	NOK: _____	NOK: _____
Emergency Contact: _____		Emergency Contact: _____	
Does customer want to complete a consent to share with any 3 <sup>rd</sup> party? <input type="checkbox"/> Yes <input type="checkbox"/> No		Does customer want to share with any 3 <sup>rd</sup> party? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Section B - Household Make Up changes (Moved in/out since last TU)

Title	First Name	Last Name	DOB	Relationship to Tenant 1

### Housing Service Complaints



GOSPORT BOROUGH COUNCIL

# HOUSING MANAGEMENT AT A GLANCE

 **99%** of our housing was occupied |  **99%** of rent was paid

 **149** tenants moved into more suitable housing – **29** of these downsized

 We let **167** homes – there were **23** mutual exchanges

 We evicted **1** tenant for rent arrears |  and **1** for anti-social behaviour

 We sold **7** homes through Right to Buy |  this is **39%** less than previous year

 We purchased **6** properties

 We responded to **42** emergency calls for help from sheltered tenants

 **2,819** out of hours jobs attended

**As of 31st March 2024, we had 3390 properties**

 **2981** were rented –  **324** were leased –  **85** hostels

## Tenancy Engagement

As of 31st March 2024, we had **73** members of the Resident Opinion Panel.

Residents participated in two South Coast Training days at the Novotel in Southampton.

Resident Opinion Panel members attended a Kier Customer Mapping Workshop.

Planning was approved to build **15 new homes** across Stoners Close,  
Glebe Drive and Wheeler Close.

We produced our Summer and Winter editions of the At Your Service magazine.

We held Resident Opinion Panel meetings, in April and November, which was well attended  
and received positive feedback.

We are always working to improve how we engage with residents and increase representation.

**Please see our latest article on page 18, how you can become involved.**

# FINANCES AT A GLANCE

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The rent paid for Council homes goes in a Housing Revenue Account. This account is ring-fenced which means the income and rent received cannot go on other Council services or non-housing projects.

The income (rent) received then pays for staff costs, repairs, maintenance, and other landlord responsibilities and functions.

We delivered a balanced budget for 2023-24. This means that what we spent to deliver our services and maintain our homes was matched with our income.

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**£17.2m**  
Total income

**£828k**  
Service charges  
tenants

**£468k**  
Other charges

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## EXPENDITURE

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**£16.4m**  
Total Expenditure

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**£2.76m**  
General  
management

**£2.43m**  
Special  
maintenance

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**£5.5m**  
Repairs and  
maintenance

**£3.3m**  
Major Repairs

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**£2.1m**  
Interest on debt

**£340k**  
Other

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# TENANT SATISFACTION MEASURES 2023

## About Tenant Satisfaction Measures

In April 2023, the government introduced new Tenant Satisfaction Measures (TSMs) for social housing landlords, including councils.

The Regulator of Social Housing (the regulator) will use the TSMs to measure whether social housing landlords are delivering good quality homes and housing services. They will also help identify areas that need to be improved.

Every year the council, and other social housing landlords, will have to assess whether our tenants are satisfied with the homes and housing services we offer.

The TSMs will make it easier for our tenants to see how well we are doing and hold us to account if something goes wrong or isn't good enough.

## How the measures are divided



## Tenant Perception Survey – what we did

A census approach was taken for the TSMs survey, which was launched on 14 July 2023 and was in field until 30 January 2024. All tenants were invited to share their views and we thank the households who responded to our survey.



**840** households responded to our survey online, by post and in person



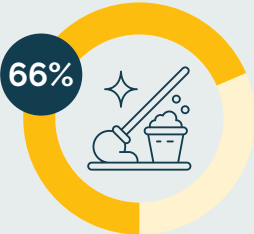
An incentive of a prize draw for £100.00 shopping voucher was offered to encourage tenants to respond



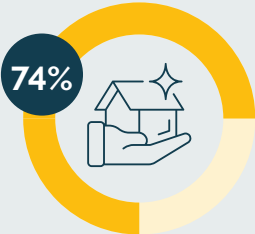
An easy read guide to the survey was available on request



# RESULTS OF OUR TENANT PERCEPTION SURVEY 2023



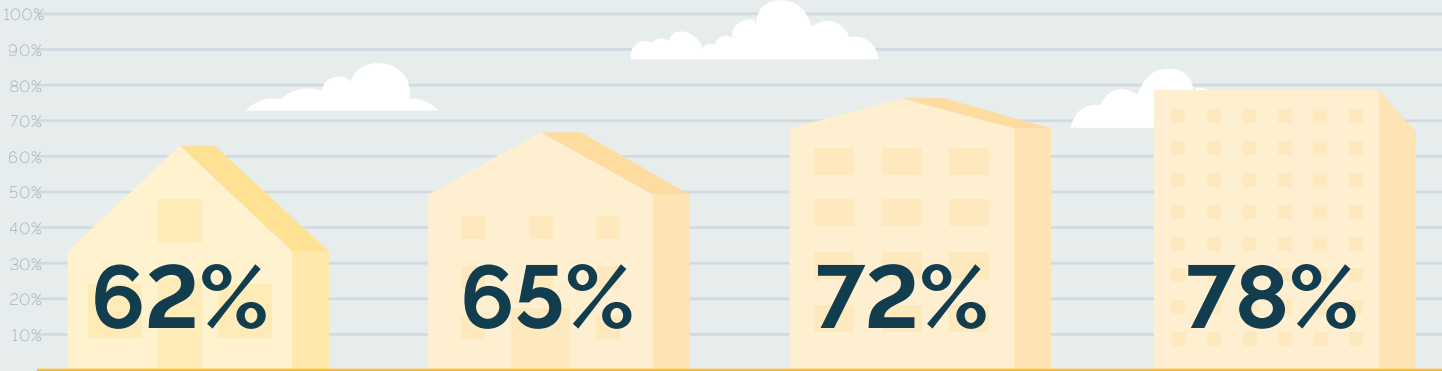
Satisfaction that the landlord keeps communal areas clean and well-maintained



Satisfaction that the home is well-maintained



Satisfaction that the home is safe



Satisfaction that the landlord makes a positive contribution to neighbourhoods

Satisfaction that the landlord listens to tenant views and acts upon them

Satisfaction that the landlord keeps tenants informed about things that matter to them

Agreement that the landlord treats tenants fairly and with respect



Satisfaction with the landlord's approach to handling anti-social behaviour..... **61%**

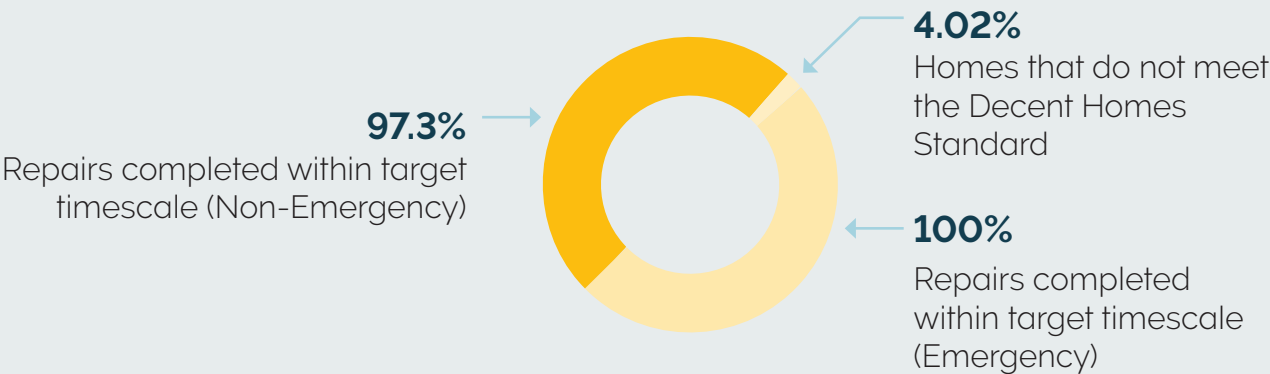


Satisfaction with the landlord's approach to handling of complaints..... **38%**

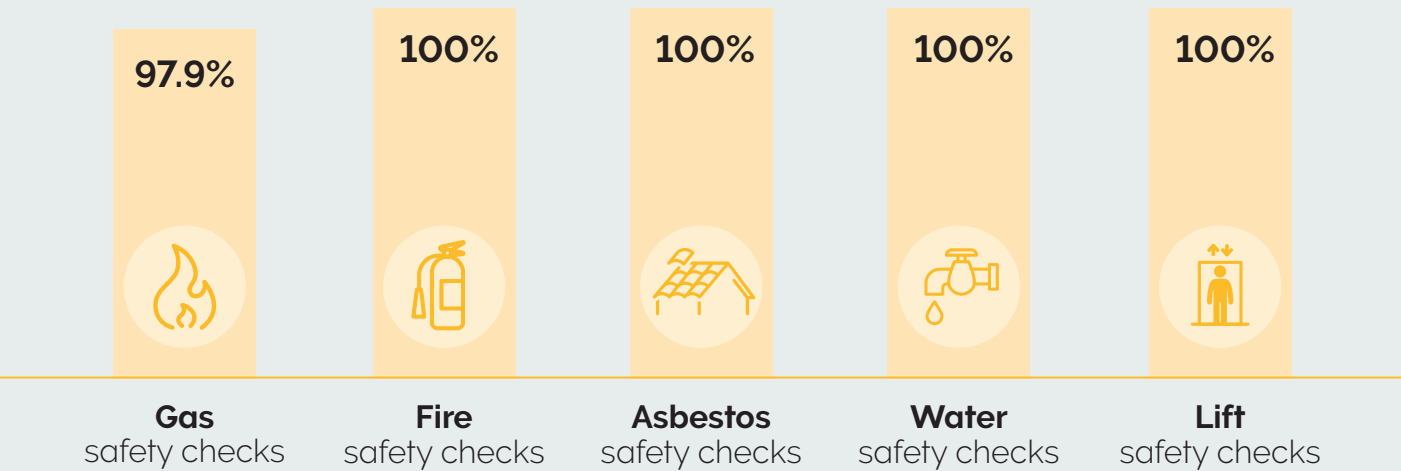
# PERFORMANCE MANAGEMENT RESULTS 2023

How are we doing?

## Keeping properties in good repair (RP)



## Maintaining building safety (BS)



## Effective handling of complaints

Complaints relative to the size of the landlord	
• Stage 1 complaints received per 1,000 homes.....	16.0
• Stage 2 complaints received per 1,000 homes.....	2.3
Complaints responded to within Complaint Handling Code timescales	
• Stage 1 complaints responded to in target time .....	91.8
• Stage 2 complaints responded to in target time.....	87.7

## Responsible neighbourhood management

Anti-social behaviour cases relative to the size of the landlord	
• ASB cases received per 1,000 units.....	27.4
• Hate crimes received per 1,000 units.....	0.0

# REPAIRS AND MAINTENANCE AT A GLANCE SERVICE PROVIDER KIER

**126** Empty properties refurbished  
For new customers



**20,166**

Calls taken by the local Gosport Team



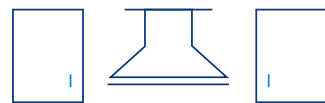
**86**

Properties rewired

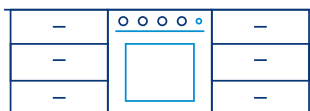


**2,819**

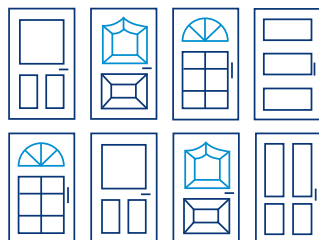
Out of hours jobs attended



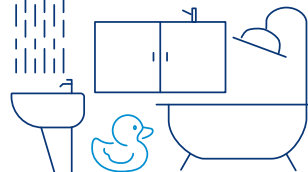
**24** Kitchens replaced  
with customer own choices



**64** External UPVC doors installed

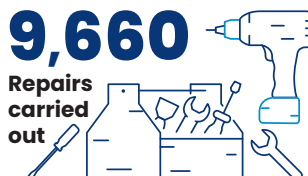


**24** Bathrooms replaced  
with customer own choice



**9,660**

Repairs carried out



**9/10** Customer satisfaction



**42** Gas systems installed

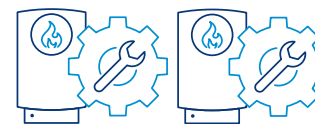


**40** Major disabled adaptations completed



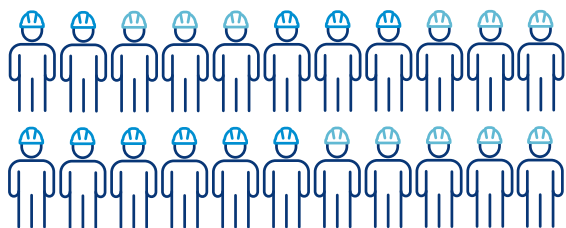
**3,178**

Gas services carried out



## THE TEAM 2023-2024

**62** People employed on the Gosport contract



**49**

Gosport residents

Over 82% local employment



**7**

Portsmouth residents



**4**

Fareham residents

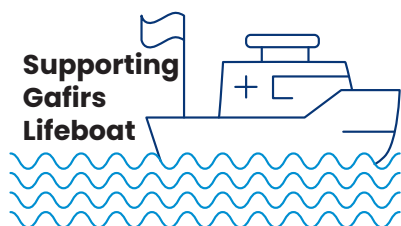


**2**

Southampton residents

## COMMUNITY INVOLVEMENT 2023-2024

Supporting  
Gafirs  
Lifeboat



Local charity support including Macmillan, Children In Need and Oakley Waterman



# CHALLENGES AND WHERE WE WANT TO IMPROVE

## Some of the challenges we face:

**Ageing stock profile** – 58% of our stock is over 60 years old. It can be more difficult to improve and adapt older properties due to construction types.

**Increasing costs for repairs and maintenance** – the costs of repairing and maintaining our properties is rising due to external influences.

## Key areas that we would like to improve include:

**Complaints** – we want to reduce the number of complaints by improving how we communicate with you and keep you informed, particularly on the progress of repairs and tenancy management matters.

**Customer satisfaction** – in particular around how we address anti-social behaviour issues and identify service improvement opportunities.

### Communication and Involvement:

- we will meet with you as part of our tenancy update visits to capture and update tenant profiles, as well as identify any unmet support needs.
- find ways to encourage more of you to be actively involved in some of our decisions and policy development.
- act on findings from our tenant perception surveys.
- resume estate inspections.

**Maintaining our properties** – we will continue to complete stock condition surveys of all our properties to inform us what works are required.



You can request this information in large print, Braille, audio, in another language or in alternative colours by calling 023 9254 5665