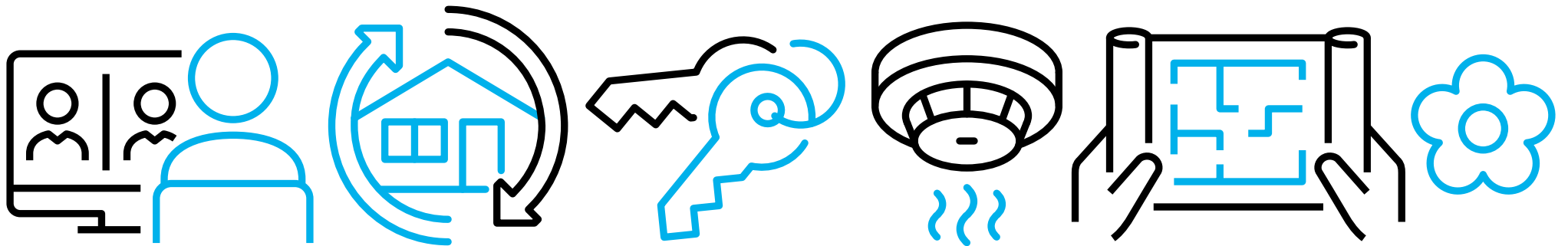


Working in partnership to
improve services for tenants
and leaseholders

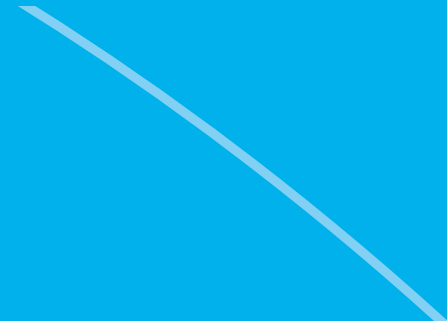
2021-22

ANNUAL REPORT TO Tenants

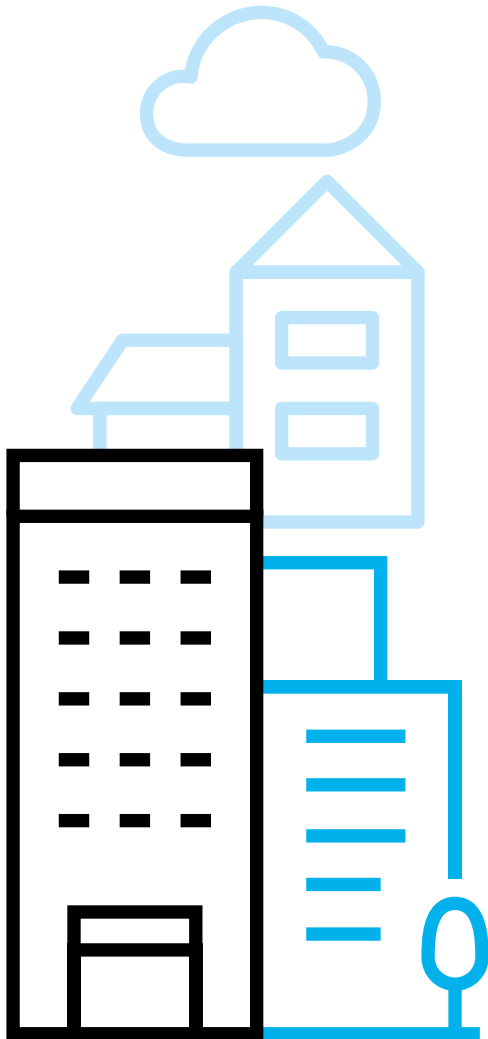


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Welcome and Foreword



Welcome to our Annual Report to Tenants which sets out how Birmingham City Council has performed as your landlord during 2021-2022 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

Welcome to the first 'Annual Report to Tenants' from the new City Housing Directorate.

It has been another impressive year for City Housing, and I am proud of how we have responded to the ongoing challenges in delivering housing services throughout the pandemic, by working together and

with our local, regional, and national partners whilst continuing to put our tenants at the heart of everything we do. We have boldly responded and adapted to the 'new normal' and are focused on improving and growing our service, embedding new

for the introduction of the Tenant
Satisfaction

Tenant involvement and empowerment

This standard sets out how we communicate and involve tenants.

Our Tenant Participation Officers (TPOs) carried out 395 city-wide projects in 2021/22.

In Selly Oak

The TPO worked closely with 'Let's Grow Together', a community-based company set up to work with schools and community groups, to

Key highlights included:

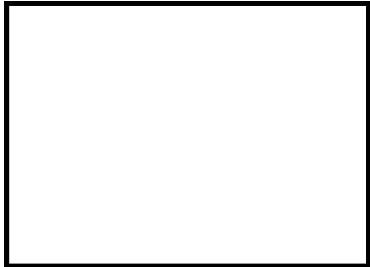


In Yardley

The TPO worked with tenants in a low-rise block of flats on the Warwick Road by painting the fronts of the entrances to improve their appearance.

Their hard work earned an advancing award from 'It's Your Neighbourhood'.

In Bakeman House new directional signs were installed to help with the delivery of parcels to flats. A new bin stall was installed for the block along Berkley Road to keep the site clean and tidy, which improves the visual appearance for residents.



Looking back...

successful membership drive new members were appointed to the group and elections were held to appoint a new Chair and Vice Chair.

- We continued to attend virtual Financial Inclusion Partnership Network meetings and shared relevant information with residents.
- We continued to work in partnership with residents, councillors, voluntary and community groups to deliver ward plan priorities.
- We continued to work with residents to organise community events and projects as part of the Commonwealth Games 2022 funding initiative.
- TPOs have supported 'Great British Spring Clean' activities involving local volunteers.
- We commissioned the development of a Communications Module within the Northgate housing system to allow for easier communication with tenants regarding rent notices and tenant engagement.

- We developed a template for a Tenant Engagement digital newsletter. The aim is to produce a regular quarterly newsletter to update tenants and leaseholders on housing news.

Tenant Management Organisations (TMOs)

- We completed Annual Review Reports for Tenant Management Organisations meeting the requirements of the Modular Management Agreement.
- We carried out Liaison Meetings to comply with the Modular Management Agreement and Tenant Management Organisations monitoring framework.
- We ensured that the daily and monthly block inspections were carried out by the Tenant Management Organisations and evidence (inspection forms) was submitted to the TMO Support Team.
- We ensured that three TMOs

carried out their five-year continuation ballot. In every case the outcome was continuation.

- We supported the Tenant Management Organisations to carry out their Annual General Meetings.

Tenant Halls

- The Tenant Hall Management Committee Group (THMCG) was established in 2021. This comprised of representatives from each Tenant Hall. The first meeting was in December 2021. The purpose of the group was to foster closer working relationships with BDt by the Tenant



Looking forward...



community litter picks, fun days, road shows, fire station open days, and events to celebrate the Queen's Jubilee.

- To increase the involvement and representation of ethnic minorities by setting up local equality groups.

Tenancy standard

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



- Over the last 12 months we are seeing huge increases in energy prices, food, and transport costs. As a supportive landlord we are committed to helping our tenants manage their way through this Cost-of-Living Crisis. Consequently, we have updated our BCC webpages to include more information about obtaining financial advice, the availability of grants and benefits and opportunities for finding work. This information can be accessed at the following single online Gateway:
[birmingham.gov.uk/info/50274/cost_of_living_support](https://www.birmingham.gov.uk/info/50274/cost_of_living_support)

Looking forward...



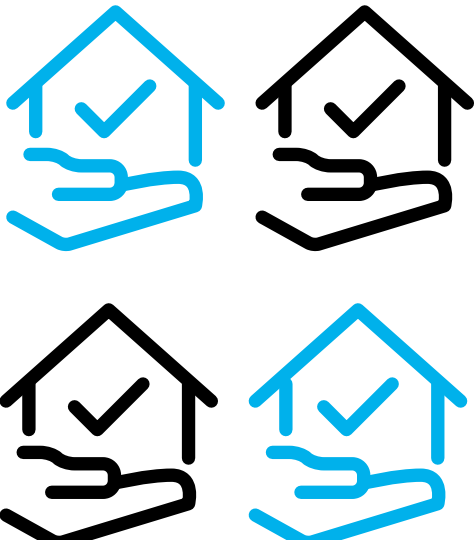
Rents and council administered benefits fits a cheppont u

- To award benefit promptly and accurately whilst recovering the maximum amount of overpayments.
- To ensure the Benefit Service has a robust assessment regime in place whilst making efficient and accurate decisions.
- 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) schemes to ensure benefit payments are accurate, whilst identifying fraud and error.
- To improve the customers journey and minimise the need for direct contact.
- The Rent Service will be improving communications with our tenants

by introducing the use of text messaging (SMS) together with WhatsApp video calling for those that choose to sign up to these services.

Lettings Suites

- We will continue to review and implement changes to our processes and working arrangements to adapt to the road ese to sign up to

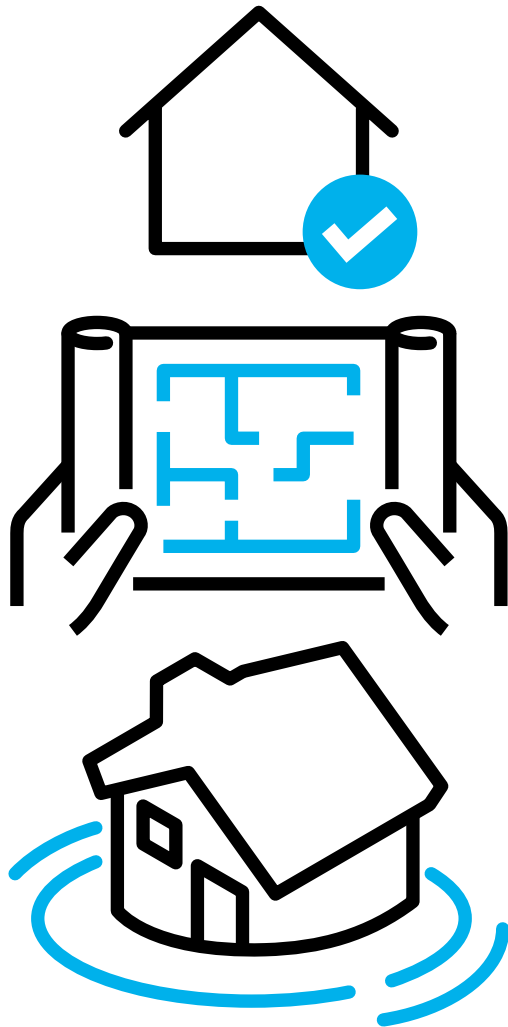


Poverty Alliance, identifying innovative solutions to tackle fuel poverty in the city.

Housing Solutions and Support Services

- To have no households with children in Bed and Breakfast accommodation for more than six weeks by March 2023.
- To unblock move-on out of Temporary Accommodation through the Complex Case Team for 1,000 households.
- To successfully establish and grow the Accommodation Finding Team so that by the end of the year 100 tenancies in the Private Rented Sector are being found for homeless

Looking back...



Provision of Affordable Homes

- We have continued with food defence work on Phase 1 of the Bromford Estate development. This will be completed by September 2022.
- Work has commenced at Monmouth Road to develop a mixed housing scheme providing 45 properties A

Looking forward...



27 for outright sale; a further 181 homes on the Bromford estate development and 61 homes on Highgate Road, Kings Heath.

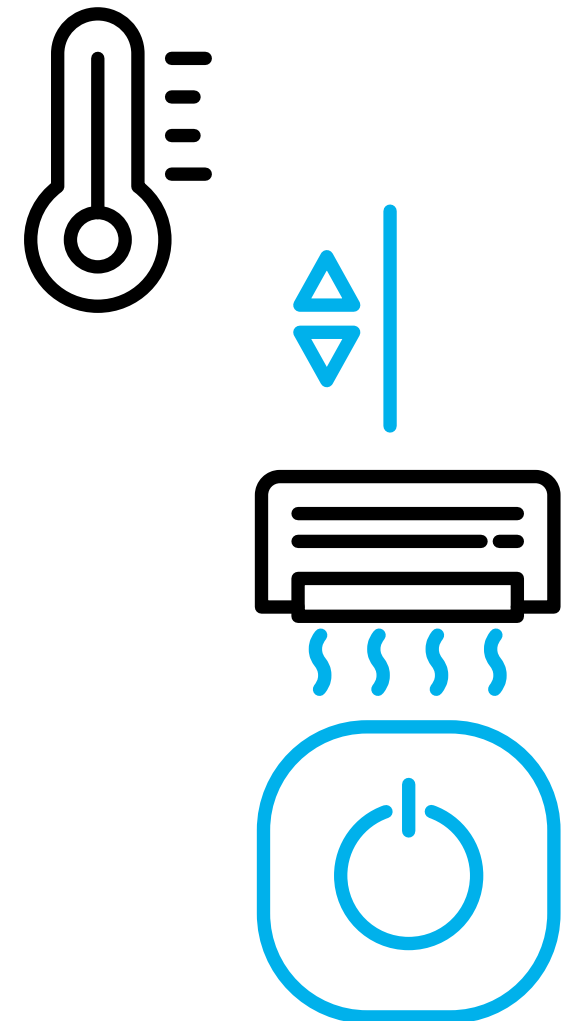
- We will continue to work with residents to develop plans for the regeneration of the Druids Heath estate.
- The sale of 24 properties to the Pioneer Group in Farnborough Road will be completed in July 2022. This is the first sale of properties at market value to a Housing Association (the registered provider). First handovers of the social housing properties will begin in August 2022.
- A pilot scheme is planned to start in May 2022 for 36 new energy saving homes for rent at Gressel Lane, Tile Cross. These will be based on new technologies for heating homes without using gas. An application for funding from the European Regional Development Fund (ERDF) has been made for £521,000 to

help fund the new technologies which include ground source heat pumps and air source heat pumps, solar panels and battery storage. The planned completion date is June 2023.

- Birmingham Municipal Housing Trust will complete a review of its 'new build' housing specifications to comply with new Building Regulations for increased thermal efficiency and is continuing to adapt this for route to zero (R20). This work contributes to meeting the council's 'Route to Zero' policy to reduce carbon emissions by 2025. It will also contribute to the government's policy intention of discontinuing energy supplied by gas in new homes from 2025.
- To strengthen our strategic partnership with RSLs and developers across Birmingham who have access to Homes England grant aiming to unlock ways in which they can support

the development of affordable housing.

- Develop a cross directorate and city-wide Affordable Housing Delivery Board, supported by an operational group, ensuring key stakeholders work collaboratively to play an active role in unlocking opportunities to develop affordable housing at scale.
- Strategic clearance and redevelopment of council estates to re-provide new homes at higher density where this will not impact negatively on social value.



Neighb

This standard set

Looking back...



Anti-Social Behaviour

- We continued to attend meetings of the Birmingham Community Safety Partnership and the Local Partnership Delivery Group to raise issues and participate in community safety initiatives that support residents and local areas.
- To achieve service excellence we further developed our 'Monthly ASB Performance Reports' by area, using data and intelligence to track our service demands and responses.
- We increased the level of data available to Local Housing Managers via introduction of Power Bi. This enables interactive data visualisations from multiple data sources and allows the service to share important business insights that will drive ASB improvement.
- In order to respond to one of the highest demands on our service, City Housing invested in purchasing Noise Monitoring Hardware and Software. Staff in local areas have

received training in utilising this specialist equipment to obtain recordings of noise nuisance. To drive this technology forward, City Housing have invested in an app known as The Noise App which will be used by trained officers as an alternative to Diary Sheets. The recording will provide an accurate and real understanding of the type and frequency of complained noise in real time which enables a quicker response to the customer.

- We continued to invest significantly in our partnership with the Neighbourhood Relations Service through our referrals to this vital commissioned service.
- We continued to invest in improvements to neighbourhoods to reduce ASB by working closely with local residents via our Tenant Participation Service and their delegated HLB budgets. We also work closely with our Tenant Participation Officers to seek

resident involvement in developing our local priorities around Safe, Clean and Green issues.

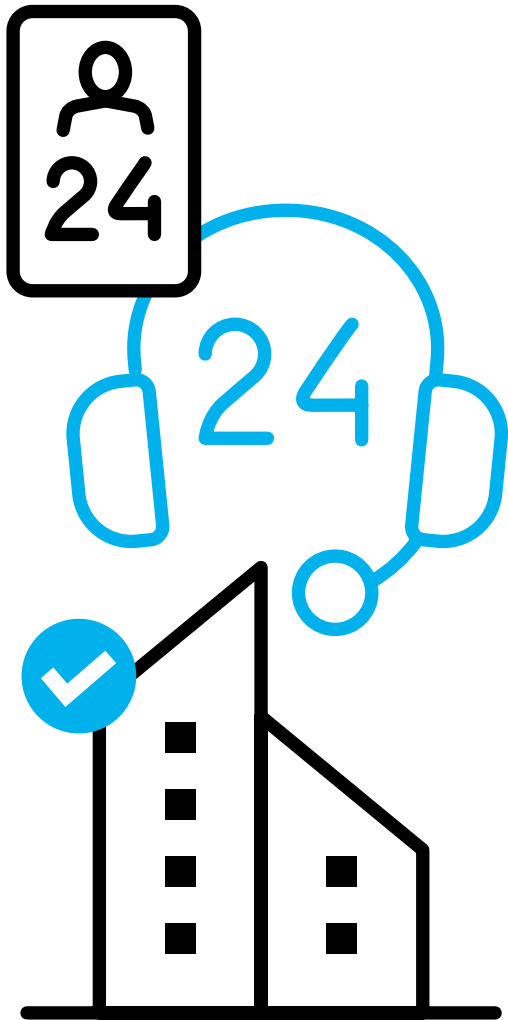
- We continued our investment in improvements to our neighbourhoods to reduce ASB by working closely with Ward Members through the development of priorities to maximise the value of our Environmental Budget.
- We continued to work in partnership with the tenant led Performance Management Group to monitor and improve our ASB Performance.
- Our preventative offer at the local level with the Voluntary and Statutory Sector continues to go from strength to strength. Our partnership with Social Services, Clouds End and Local Neighbourhood Network Schemes have seen us support some of our most vulnerable customers.
- We continue to work in partnership with Remedi to assist us in our support to victims of hate crime

and attended a conference where a fru5 46aMCIA/P/PLang (en-GB)/MC7s to vB



Looking forward...

Tenancy Estate Management



on their overall experience of the ASB Service.

-

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](https://www.birmingham.gov.uk/yourviews)

Annual Report to Tenants

We would really appreciate your feedback on the Annual Report by going to [birmingham.gov.uk/info/50008/tenants_groups_associations_and_boards/2331/annual_report_to_tenants](https://www.birmingham.gov.uk/info/50008/tenants_groups_associations_and_boards/2331/annual_report_to_tenants) and completing the Microsoft Survey Form. Your views will be very useful to us when we are producing future reports.

