



I am very pleased, as Portfolio Holder for Housing and Welfare, to present to you the Wigan Council Tenant Annual Report for 2019/20.

In recent months we have been living in unprecedented times as nationally we have been faced with the challenge of responding to coronavirus. In Wigan, there are many great examples of how communities have come together. Residents have been volunteering in their community, helping their neighbours with shopping, or finding new ways to spend time with people and to support those who may be lonely.

We have seen even more the importance of having a safe and happy home and as a Council we remain committed to our Deal 2030 priority A Home for All. As we begin to ease out of lockdown and life for our communities starts to return to normal, we will be publishing our new Housing Strategy for the borough which outlines our plans for ensuring housing in Wigan meets the needs of residents of all ages; including developing new homes, ensuring homes are environmentally friendly, and tackling homelessness.

You told us that you want everyone in the Borough to have access to a high quality, affordable home in a happy community with good neighbours, and I am confident that by continuing to work with our residents and partners we will make real progress towards this, whilst continuing to provide the best possible housing services across the Borough.

This annual report sets out some of the ways we have been delivering housing services to our tenants across 2019/20, lets you see how we have been performing and outlines some of the work we have planned. I hope you enjoy reading it.

Cllr Terry Halliwell

Portfolio Holder for Housing and Welfare



6,204

properties received planned works this year

98.6%

planned works completed right first time



99.6%

of tenants satisfied with planned works



100%

of estate inspections rated our estates 'acceptable' or better

21,448

annual gas service checks carried out



1,506

electrical checks completed to keep homes safe

1,688

new tenancies arranged last year



58

residents are involved in the Tenants Voice group

21,676

council owned properties across the borough



75,401
repairs completed
over the last year



92%
of repairs
were completed
'right first time'



93%
of you were satisfied with
your repair

41
grass cuts to our estates
and sheltered schemes



32
Tidy up Tuesdays
completed across
the borough



1,800
assisted gardening
scheme visits



86%
of tenancies
are for 2 years or longer



8,634
on the waiting list and
the housing register for a
new home



23
Talk With Tenants
events held in local
communities



623
referrals to our
community
resilience team

£86m
£86,404,275 rent was
collected during the year



87%
referrals to the
community resilience
team were closed
last year

60
new affordable
rent homes
completed at
Crossley Close,
Hindley



83%
were satisfied with
the quality of their
new build home



Our priorities for 2020/21

- Introduce a digital survey for our new tenants to give us feedback
- Carry out option appraisals on some of our sheltered schemes
- Start work on lift replacements in our high-rise blocks in Scholes
- Review tenant information on keeping safe in your home
- Have an anti-social behaviour offer that focuses on resolution
- Develop different ways to engage with you
- Progress with our plans to regenerate Worsley Mesnes
- Improve access to affordable housing by working with our partners

