

Tenant 6 Month Report April to September 2022



I am very pleased, as Portfolio Holder for Housing and Welfare, to present to you the Wigan Council Tenant Half-Year Highlight Report for 2022/23.

This report is one of the ways we provide you with information on housing services so that you can see how we are doing.

You will have seen lots in the media recently about conditions in social housing across the country, especially in relation to damp and mould. The tragic death of little Awaab Ishak in Rochdale has affected us all and we understand the concerns that some of you will have. We want to assure you that we are taking responsibility for any issues in your home and are determined that we will improve in our response to reports of damp or mould, with a robust action plan to do this. If you have any concerns about damp or mould in your home, please get in touch with us immediately and we will address it. All of you have a right to live in a safe and quality home. Find out more at www.wigan.gov.uk/housingrepairs

There are also lessons to be learned for all landlords in relation to listening to tenants and ensuring their voice is at the heart of all services. We are really committed to this at Wigan and are building up our engagement team. We are keen to build upon the fantastic work that is already being done by some of you, including taking part in Talk and Tidy Tuesdays, the Tenant Voice Group, and our Readers Panel. Look out this year for more information on how you can shape Wigan's new tenant engagement strategy - we want to make sure there are a range of ways you can get involved and that more of you can give your views.

In this document you can learn more about some of the ways you can get involved now. This includes information on the new tenant survey that will be launched this year to hear how satisfied you are with services you receive. Please respond if you receive a survey, as we really will take on board your views and work with you to make improvements, where these are needed.

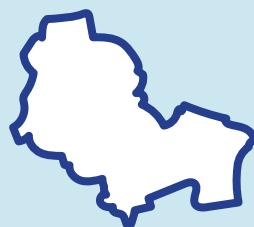
Look out later this year for more information on social media about the survey and for updates on the work of our housing teams throughout 2023. In the meantime, I hope you enjoy this highlight report.

Cllr Susan Gambles

Portfolio Holder for Housing and Welfare



How are we doing?



21,379
council owned properties
across the borough

£22,424,244
rent collected in the last 6
months



12,337
on the housing register
and the waiting list for
a new home

3,879
properties received planned
works this year



98%
of tenants satisfied
with planned works



516
complaints received,
most of which were
resolved at stage 1



10,641
annual gas service
checks carried out



88%
of tenancies are for
2 years or longer



610
new tenancies arranged
in the last 6 months



24,883
repairs completed
over the last
6 months

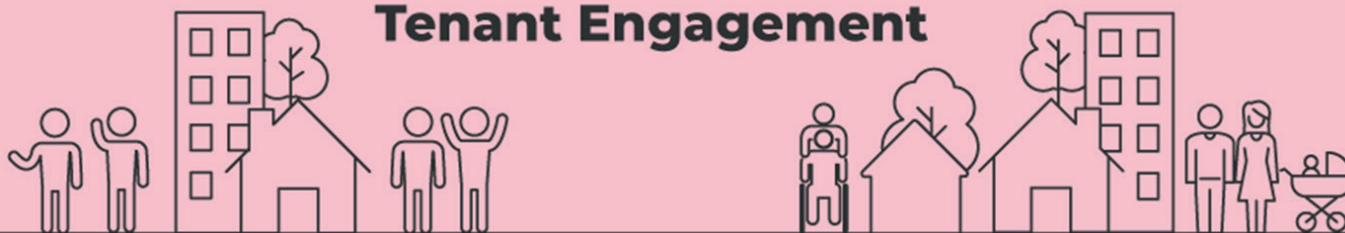


86%
of repairs
were completed
'right first time'



88%
of you were
satisfied with
your repair

Tenant Engagement



If you would like to know more about getting involved and having a say in your housing services, email the Tenant Voice and Engagement Team at TVAET@wigan.gov.uk



Readers Panel

We are a group of residents who check documents on behalf of the council, to ensure they are easy to read, understandable, and don't contain any Jargon. Look out for our stamp where we have given documents the okay!

Here for You Events

These cost-of-living community events give people living on our estates the opportunity to speak to different council officers and partner organisations, who can provide information on the things that matter to you, including energy saving tips to reduce bills, help to get online to look for the best deals, and advice on damp and mould.

www.wigan.gov.uk/hereforyou

Tenants Voice Group

Members represent their community to share the views of tenants, to improve estates and housing services. They meet bi-monthly, and this year have meetings planned where they will be joined by officers from tenancy services and property maintenance.



Housing Advisory Panel

Chris, Ellen, Lucas, Neil, and Tom are your tenant representatives: "We lead on scrutiny exercises to improve tenant services, represent local tenants on national groups, support recruitment of frontline staff, and help shape work on culture. This year we are reviewing our training plan and are looking to expand our team".



Warm welcoming spaces

Our warm, welcoming spaces in our libraries, galleries, museums, and other community places are safe places you can visit to stay warm and see a friendly face, free of charge and without judgement. Find out more on where these are, along with other information and support, on our website at www.wigan.gov.uk/hereforyou

Sheltered Accommodation Forum

This group meets quarterly in one of the schemes and online, with an annual face to face meeting. They focus on things that are important to residents. This year we are looking to make the meetings about issues local to each cluster area (a group of schemes that are near each other).

We are listening:

Later this year we will be sending out a new survey to get your views on your housing services and understand where you think we need to improve.

This is a new survey and nationally all social landlords will be asking their tenants the same questions set by the Regulator of Social Housing. It is just one way that Wigan Council will get your views as we are really committed to listening and learning from your feedback.

We are currently designing the survey with tenant representatives and groups, reflecting some key points raised by tenants about the way we should run future surveys. You told us that you want us to:

- Tell you why we are surveying and what your feedback will be used for
- Provide a mix of ways to respond, both digital and non-digital
- Think about how we can encourage more people to respond
- Take a more coordinated approach to surveys to avoid duplication or inconsistency
- Report back to you on the survey results and the difference this feedback makes

Look out over the next few months for more information and if you receive a survey about your housing services, please complete this as your opinion is important to us.



Read our Annual Report 2021-22 at www.wigan.gov.uk/Aboutcouncilhomes