



I am very pleased, as Portfolio Holder for Housing and Welfare, to present to you the Wigan Council Tenant 6 Month Report for April to September 2019/20.

You told us as part of the Deal 2030 Big Listening exercise, that housing is a key priority for you. This includes ensuring that we at the Council are a good landlord to our tenants, offering quality repairs and tenancy services. We are already committed to this, with the agreement of service standards with our tenants, regular reporting on how we are delivering these, and listening to the views of our tenants, all key parts of ensuring our services are the best they can be.

It is fitting that the importance of being a good landlord should be highlighted in this year, when the country is celebrating 100 years of council housing. Like other authorities, Wigan delivered large scale building of public owned homes in the years after World War 1 and since then we have seen many changes to the types of homes that have been built and the way housing services have been delivered.

Being accountable to our tenants is also part of being a good landlord. This report sets out some of the highlights on how our housing services have been performing over the first six months of 2019/20, as well as some of the work being carried out in line with the Deal and Housing Service Standards. I hope you enjoy reading it.

**Cllr Terry Halliwell**  
Portfolio Holder for Housing and Welfare



## Tenant 6 month Report April - September 2019/20

**Wigan Council**

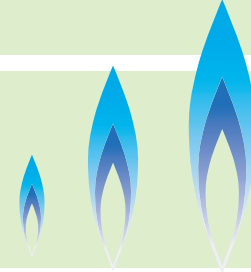


**1,787**

properties received planned works this year.

**15,022**

annual gas service checks carried out.



**99%**

Over 99% of tenants satisfied with planned works.



**100%**

of estate inspections rated our estates 'acceptable' or better.

**614**

new tenancies arranged.



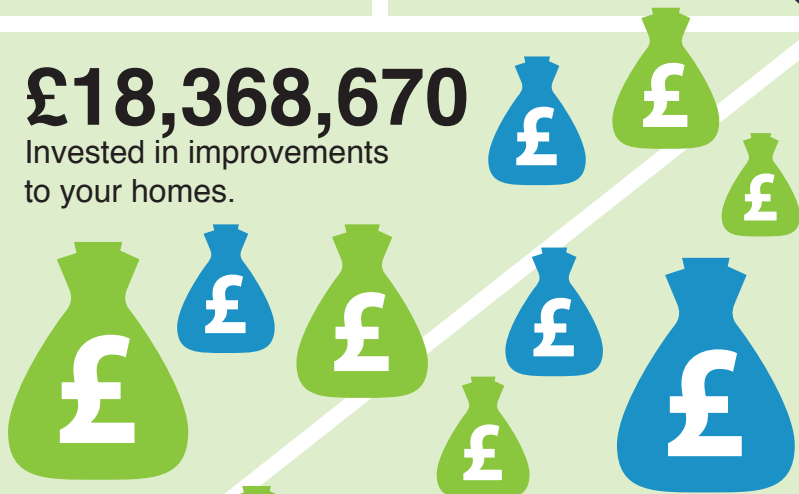
**96%**

planned works were completed 'right first time'.



**£18,368,670**

Invested in improvements to your homes.

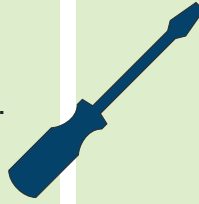


**£28,613,934**

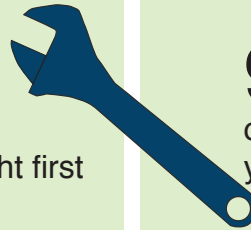
Spent on repairs & maintenance to your homes.



**33,358**  
Repairs completed.



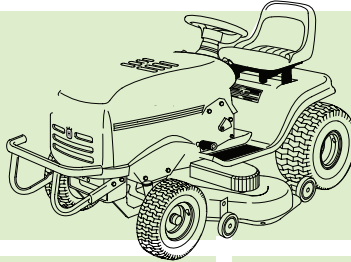
**91%**  
repairs were  
completed 'right first  
time'.



**93%**  
of you were satisfied with  
your repair.

**15**

grass cuts to our estates  
and sheltered schemes.



**26**

Tidy up Tuesdays  
completed across  
the borough.



**1800**

assisted  
gardening scheme  
visits.



**86%**

of tenancies  
are for 2 years or longer.



**6,682**

on the waiting list  
for a new home.



**21,737**

council owned properties  
across the borough.



**9,191**

of our current homes are  
3-bedroom houses.



**320**

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

**4**

meetings of the Tenants  
Voice group.



**43**

attended September's Together  
with Tenants conference,  
arranged by tenants.



## 100 years of council housing in Wigan

- Our longest tenancy is 109 years long
- At our peak in 1981, we had 37,396 council homes
- 5,574 of our current properties were built in the 1920s/1930s
- In 1921, rent for a 3-bedroom house in Leigh was 9 shillings
- In 1934, there were 3,000 people on the housing register
- In 1961, our first high rise block Douglas House was built
- Our first sheltered block schemes opened in 1964 – Alexandra House and Blakeborough House
- Over £200 million in improvements have been made as part of our decent homes work

Read our annual report 2018/19 at [www.wigan.gov.uk/Aboutcouncilhomes](http://www.wigan.gov.uk/Aboutcouncilhomes)