



I am very pleased, as Portfolio Holder for Housing and Welfare, to present to you the Wigan Council Tenant Half-Year Highlight Report for 2021/22.

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

In the last tenant annual report, I mentioned our commitment to providing 'a home for all' in line with the Deal, as its very important for us all to have a happy home and to feel part of a strong community. This time I am pleased to be able to include some wonderful quotes from some of our tenants on what their home means to them. You can find these at the end of the report - I hope you enjoy reading them as much as I did.

It is so powerful hearing in tenants' own words about their experiences, and in the next annual report we will be making sure that the tenant voice is heard loud and clear, particularly on how your services are being delivered.

As you know we needed to prioritise our response to the Covid-19 emergency in 2020/21, but over the last 6 months we have been making real progress with some of our housing priorities. We have redeveloped the former Brackley House at Goose Green, so we can provide 17 homes to families from our housing register. The roofs on our high-rise blocks have been improved. We have been able to reopen the communal lounges within our sheltered housing schemes so that they can be used again by residents. We have signed up further ethical landlords to our lettings scheme, who are providing over 50 good quality, affordable homes across the Borough. We are also, as you know, working hard to improve our response to outstanding repairs.

We will provide you with more updates on the work of our housing teams throughout 2022 - look out on social media and in the annual report. In the meantime, I hope you enjoy this half-year highlight report setting out performance of your housing services.

Cllr Susan Gambles

Portfolio Holder for
Housing and Welfare



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How are we doing?

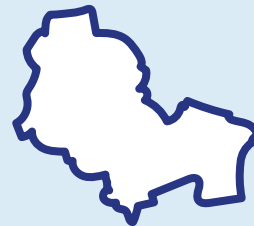
3,855

properties received
planned works in the
last 6 months



2,111

cyclical and
roofing jobs



21,514

council owned properties
across the borough

99.7%

planned works
completed right first time



99.4%

of tenants satisfied
with planned works



£25m

£24,983,711 spent on
repairs and maintenance
to your homes



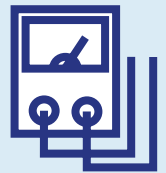
11,038

annual gas service
checks carried out



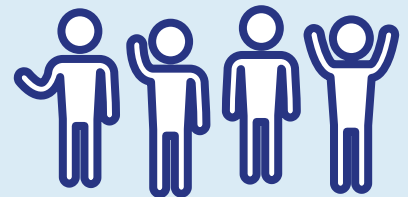
1,744

electrical checks
completed to
keep homes safe



670

new tenancies arranged
in the last 6 months



45,652

repairs
completed
over the last
6 months



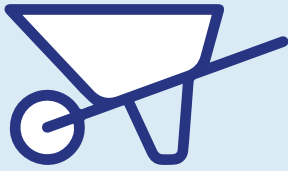
88%

of repairs
were completed
'right first time'



90%

of you were
satisfied with
your repair



1,104
assisted
gardening
scheme visits



87%
of tenancies are
for 2 years or
longer



12,562
on the housing register
and the waiting list for a
new home.

£11m

£10,960,783 invested in
improvements to your homes



£43m

£43,546,423 rent was collected
in the last 6 months

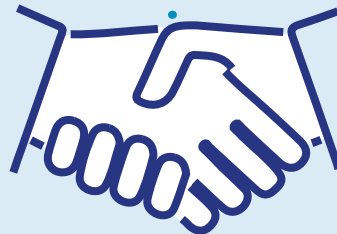


5,487

choose to pay their rent by
direct debit

690

referrals to the community
resilience team (from council
tenants), about nuisance and
anti-social behaviour



91%

referrals to the community
resilience team were
closed



52

tenants signed up to our
ethical letting agency



241

complaints received, most of
which were resolved at stage 1

A Home for All – what tenants say about their home

“Moving has changed our lives so much, thank you for all your help and support. We love our new home, and our daughter now has her own bedroom and a garden to play in”.

“I can’t thank you enough, you’ll never understand the difference you have made. My wife can now get in and out of our property safely in her wheelchair and having a wet room put in has made such a difference to her independence”.

“I moved into sheltered accommodation on a temporary basis but like it so much I decided to stay. I feel safe, comfortable and have made friends here”

“The development is absolutely amazing; I could not ask for anything better for my mum. Every last bit has been designed with the best interests of residents at heart, even the colour scheme which has different colours for each floor, I am overjoyed that she gets to live here”.

“We absolutely love our new flat and can’t wait to start decorating it. Feel like our dreams have come true, thank you for helping us move into our first home together”.

We would like to hear from you on what you think about your home, to help us to improve and shape services – email us at thedealforcommunities@wigan.gov.uk

Read our Annual Report 2020-21 at www.wigan.gov.uk/Aboutcouncilhomes