



Tenant Annual Report 2023





Thank you for taking the time to read the Tenant Annual Report 2022/23, I hope that you will find the information included useful and of interest.

On 20th July 2023 the Social Housing Regulation Act became law. I am personally delighted at this change as it follows a long period of campaigning for better standards and regulation of housing services. This Act introduces many new responsibilities that all public landlords will have to meet, as a result of the views and experiences of tenants, which is a really important step forward and one we fully support.

We are also keen to hear from you in a variety of different ways, you will hear more from your tenant representative's later in this report, they are a really committed, active and determined to make sure they represent you and have already influenced improvements to services on your behalf.

As promised, we have strengthened teams in your neighbourhood, I hope you have seen them walking and talking to you or your neighbours. Also, the Talk and Tidy Tuesdays have been started up again. More from the Neighbourhood Teams, Estate Caretakers and Neighbourhood Tenancy Officers later in the report.

You said it was hard to know who to contact within housing services, so we have brought most housing teams back together under one department to make getting in touch with us easier. There is more to do, and the work started last year on the digital repairs system is about to be tested with tenants to confirm they are happy that the system is easy, quick to do, and it does what is says on the tin. This will make a massive difference in the services you receive.

We are keen to hear from you in a variety of different ways, and this Autumn we are sending out a new annual 'Tenant Satisfaction Survey' - please fill it in if you receive one and share your views, your ideas, and suggestions on the services you receive, warts and all. We take any feedback seriously as it helps us get things right for you.

Additional resources have been allocated for repairs, both financial and workforce, to counteract the backlog, the cost of materials and the availability of the council's workforce and local companies to help us to carry out repairs and get empty homes back into use.

There have been a number of events that has put this Borough on the international and national map this year we have celebrated many sporting, music and cultural events. In June, Leigh sports village hosted the women's euros, that was quickly followed in October by the Rugby League World Cup matches hosted across both Wigan & Leigh stadiums – I'm sure you shared our pride watching these events unfold and create a longer-term legacy that will benefit our communities. We have had residents of the Borough competing on the World stage in football and athletics Our local musicians have made the headlines too – The Lottery Winners from Leigh and The Lathums from Wigan made it to number 1 in the Album chart and have gone on to headline a series of high-profile performance, it has been amazing to see our local talent being celebrated internationally.

Sadly, this year has also seen many global events that have continued to have an impact on us all; international conflict and a worsening economic climate has led to increased inflation rates that have raised the cost of food, energy, clothing, and other essentials. The Welfare Team have continued to offer accessible support to help you with the challenge of growing costs. We are 'here for you' and have prioritised keeping our information pages up to date, so you get access to the right advice. Already thousands of our residents have got in touch - there is so much that we can help with.

Finally, it has been my privilege and pleasure this year to work with teams across housing and welfare, including members of our Housing Advisory Panel. This highlight report along with the full Annual Report, reflects feedback from the Panel, Tenants Voice Group, and tenants who completed a text survey, on what they felt is of most interest to tenants. I want to say a big thank you to all who have been involved in this work, it is so important that your views shape the way services are delivered. I hope you enjoy reading this year's report and look forward to receiving your feedback.

**Cllr Susan Gambles -
Portfolio Holder for Housing and Welfare**

Tenant Scrutiny Panel Spotlights.



Chris Brady:

I'm Chris the Tenant Scrutiny Panel member for Wigan Central and I have a specific interest in the high-rise flats in Scholes. Along with Tom I have been a member of the Housing Advisory Panel since 2017. I regularly bring the concerns of the hi-rise residents to the attention of housing officers and the Housing Advisory Panel.

This year I have suggested we do a scrutiny around service charges, as this is an area I have wanted to investigate for quite a while.



Neil O'Donnell

Hi everyone, my name is Neil. I am a volunteer for Wigan Council as a member of the Housing Advisory Panel. My role is to represent our tenants and community.

As part of my role, I am also a member of the Scrutiny Panel. One area we have been asked to scrutinise on behalf of our tenants is complaints. I feel the experience I have gained from my working life in dealing with difficult situations and conflict resolution lends itself to scrutinise the complaints procedure. I also recently attended a course on the structures and procedures involved in dealing with complaints, and I am looking forward to putting this into practice.



Ellen Rhind:

Hello everyone, my name is Ellen and I volunteer for Wigan Council as a member of a committee called the Housing Advisory Panel (HAP). Another part to my membership is that I act as an advocate for Sheltered Accommodation as I live in one of their schemes.

The Council have introduced a newly formed Sheltered Voice Panel as it will make your collective voice heard and you should feel proud that you provided feedback that made this happen. Don't let others speak for you, speak for yourself, but ensure it's not a personal matter to be aired (i.e. not unique to you), it's something that matters to our whole community.



Tom Dalton:

Through my membership of the Housing Advisory Panel (HAP) I am also able to participate in training, workshops and conferences organised by TPAS (Tenants Participation Advisory Service). TPAS is a national organisation that brings together tenants and housing professionals to help shape and develop policies to ensure that tenants and their views are at the centre of decision making in housing.

I have also been invited to join two national tenant panels. One working with the Housing Ombudsman service and the other working with the Regulator of Social Housing.

The Housing Ombudsman is responsible for the complaints handling process, including giving independent decisions when tenants are unhappy with the landlord's handling of a complaint. The Regulator of Social Housing is responsible for the development and implementation of consumer regulation, in other words: tenant's rights.

As a Wigan Council tenant, I want to see the best services possible being delivered for me and my fellow tenants. My involvement in these national panels, and work with TPAS, has helped me understand the wider social housing world and to bring that learning to HAP, to help improve services provided by Wigan Council.




Tenant Voice & Engagement



If you would like to contact the Tenant Housing Advisory Panel, please contact them via email: THAP@wigan.gov.uk

In last year’s annual report, we set out some of our priorities for 2022/23, across different housing services. So, what progress have we made?

Priority	Progress
<p>Working with our Tenant Scrutiny Panel, undertake a review of the customer journey from applying to join the housing register to getting the keys to a new home.</p>	<p>This scrutiny exercise was completed, it examined the digital aspect of the application process. Several recommendations were made, such as improving the systems used across housing teams to improve connectivity and automation of processes to speed up the customer journey and improve communication. It also recommended a full review of the housing allocations policy. These findings have been built into our priorities for the coming year, although some work has started to review other internal housing processes informed by the findings of this scrutiny exercise.</p>
<p>Work with you to develop a new Engagement Strategy with a range of ways to get involved, so we listen to the views of tenants across all our frontline services.</p>	<p>The Tenant Voice and Engagement Team are currently working on the new Engagement Strategy. We really want to hear from you on how you would like to be engaged, consulted and get involved to help shape our housing services. We are currently carrying out an engagement survey Tenant Engagement Survey (office.com) and holding some face-to-face sessions to discuss what’s important to you. To find out more please contact the Tenant Voice and Engagement Team - TVAET@wigan.gov.uk</p> <div data-bbox="1253 684 1530 1072" style="text-align: right;">  <p>tenant engagement survey</p> </div>
<p>Review the information we provide to new tenants, including new tenant visits for residents in our high-rise properties to provide general advice and building safety information.</p>	<p>The new tenants sign-up pack and check list has been implemented, along with a digital sign-up pack. New tenancy visits are also completed throughout the first 12 months of the tenancy. Everyone should receive their first visit within the first 6 weeks of their tenancy. We hope to re-introduce 'Meet Your Caretaker' to the multi-stories within the next few months.</p>
<p>As part of our ambitious plans to increase council home delivery, we are starting construction this year on 85 new homes at Priory Road, Ashton, the former St Mary’s, Ince and Shevington Extra Care, Miles Lane.</p>	<p>Construction on all three sites is now underway. We expect to complete 6 homes at Priory Road in early 2024 and 32 homes at Miles Lane and 47 homes at former St Mary’s Ince early in 2025.</p>
<p>Work with care providers to have more accommodation available to allow people to live independently, including integrating 2 new extra care schemes with over 100 residents.</p>	<p>A new extra care scheme at Wharfdale, Leigh was handed over in January 2023 and a second scheme was completed at Eldervale, Beech Hill in June 2023. Together these provide 107 new homes for residents to remain independent in later life.</p>

Priority	Progress
<p>Review our strategy to get the best from our council owned housing, so we can provide quality, safe, and energy efficient homes for our tenants where they are proud to live.</p>	<p>The Council has commissioned an outside agency to complete a new asset management strategy, this is now in draft format but includes our plans to ensure we provide quality, safe and energy efficient homes.</p> <p>We have been successful in obtaining a social housing decarbonisation grant which also supports our investment into our homes.</p>
<p>Continue to upskill our inhouse maintenance operatives on emerging technology and new ways of working that will help our Housing Repairs team to deliver their priorities.</p>	<p>Wigan and Leigh Building Services (WLBS) currently has 23 trade apprentices (Wigan Borough residents), who as part of their apprenticeship learn the latest methods of working and technology. Trade apprenticeships take several years to complete and gain Level 3 Advanced Craft Accreditation, with WLBS having 7 apprentices qualifying in the past 18 months, with 4 of these individuals remaining with the Council in trade positions.</p> <p>In 2023/24 WLBS are looking to recruit an additional 4 trade apprentices to ensure we continue to build our workforce with the latest skills along with training our local residents.</p>
<p>Give those asking for housing assistance more coordinated advice and information, to ensure residents are guided towards a range of housing options which will suit their circumstances.</p>	<p>We have reviewed our 'housing pathways' to ensure that the full range of advice for all housing options is accessible. The next stages will be to improve the flow of information on the Council's website.</p> <p>We have reviewed and enhanced our Deposit Assistance Scheme to help more residents to access a new home in the Private Rental Sector; our Bond Guarantee now offers protection against rental arrears and property damage, so can be used in exactly the same way as a traditional tenancy deposit.</p> <p>We have also extended the financial support provided for the most vulnerable groups – including those facing homelessness – and provide consistent pre-tenancy advice and checks, to help residents enter their new tenancies with confidence.</p>
<p>Look at the housing offer for care leavers to ensure they have access to quality sustainable homes and good housing services, as well as feeling that they have strong community links.</p>	<p>Tenancy Support Officers are now allocated to care leavers to help set up their tenancy and help with supporting them to sustain it. We are in the process of developing a pre-tenancy workshop which care leavers will complete prior to moving into their council tenancy.</p>
<p>Review our adaptations policy to ensure support from this fund is used to make homes right and reaches the people that need it most.</p>	<p>A review is underway to bring together the Council's Adaptations Policy and the Disabled Facilities Grant Policy to streamline access to support and grant funding for making homes suitable for residents' needs across all tenures.</p>

Asset management strategy updates:

The Council's Asset Management Strategy is our plan that sets out how and why property decisions will be made. In 2022, Turner and Townsend were commissioned by Wigan Council to complete a review of our Asset Management Strategy to ensure that we are operating efficiently and positioned to meet new property standards. As part of that review, we surveyed our tenants on what was important to them, we

received 785 responses. These responses will influence our priorities moving forward. This is now at the final approval stages, once completed various teams will work on putting actions in place for completion 2024/25. The Asset Management Strategy will help the council plan ahead for future investment into the current stock to meet the needs of the tenant.

Making your homes Greener:

We are continuing to try ways to make your homes greener and more energy efficient, not only is this good for the environment, but it should help reduce your energy bills too.

A trial scheme is underway to make changes to the fabric of a property, it is being used to establish how each change that is made is installed and how well they work. Knowledge gained on this trial will be used to help shape any future changes to our homes.

Works currently being trialled include:

- New "A"rated windows and doors
- External Wall Insulation
- In-roof solar PV panel linked to re-roofing work providing a more pleasing aesthetic look.
- Air source heat pump due to fabric improvement and support via Solar PV to pump prime the hot water cylinder.
- Insulated floors to ground floor.
- Trial of installation of Therma skirt rather than traditional radiators.



Regulation of Social Housing:

The Regulator of Social Housing (RSH) is the regulator for all public landlords. The RSH's regulatory framework sets out a series of national standards that housing providers must comply with. These are grouped as either i) consumer standards, relating to the way frontline services are delivered to tenants, or ii) economic standards, relating to how the organisation is run.

On 20th July 2023, the Social Housing Regulation Act (The Act) became law ushering in a wave of new reforms to the social housing sector. The Act introduces many new obligations landlords will have to follow, while giving more powers to the Regulator of Social Housing (RSH) and the Housing Ombudsman.

A key part of the Act is the introduction of an inspection regime of social housing providers, giving the Regulator

of Social Housing powers to issue social landlords with performance improvement notices if they fail to meet standards.

In Wigan, we have always been committed to the delivery of high-quality housing for tenants and doing so by placing the voice of our tenants at the heart of all our landlord services, and this year we have looked to strengthen this within the annual report. The regulatory framework specifies that social landlords must publish an annual report for tenants. At Wigan we have been producing an annual report for tenants since 2010. This is a document to promote transparency and our accountability to our tenants, so it is important that the content is shaped by them and includes the things they say are important.

Tenant Satisfaction Measures:

What are they: the Tenant Satisfaction Measures (TSM) are a set of questions to assess how well the Council, as a provider of social housing, is performing in providing good quality homes and housing services. The measures have been introduced by the Regulator of Social Housing and have been set up to improve standards in housing and to ensure that we are held accountable for the services we deliver.

To help assess how you think the Council is performing, a TSM survey will be sent out to you annually and the results will be reported back to both the Social Housing Regulator and you, our tenants. The results will then be used to highlight areas of improvement that as a council we will act upon. The Social Housing Regulator will share best practice with other social housing landlords so that we can learn from each other.

Wigan Council is committed to providing the best services we can, so in addition to the 12 statutory questions set by the Social Housing Regulator, we have also added some additional questions into the survey to get some additional feedback. The survey will ask questions about:

- How satisfied you are with the overall housing service.
- The quality of the repairs made to your home.
- Satisfaction with how well we maintain your homes.
- Satisfaction with the safety of your home and neighbourhood.
- How well you feel we are listening and acting upon your views.
- How you feel we keep you informed
- Satisfaction with being treated fairly and respectfully.

We will be sending out the surveys between September and November 2023, using various methods from email, SMS text messages and post. If you would like the survey in a different format, please contact us either by phone **01942 486645** or **TVAET@wigan.gov.uk**



Regulator of
Social Housing

Damp and mould policy

Following the tragic death of a young boy, Awaab Ishak, due to damp and mould in his family home, the Secretary of State and the Regulator of Social Housing issued a request for councils to take immediate action. We established a Task Force and agreed a robust action plan that is dedicated to tackling any damp and mould found in any of our homes.

A dedicated team of operatives has been established tasked with responding to reported cases of damp and mould. A new process was set up that ensured reported cases of damp and mould receive an anti-fungal washdown to the affected areas. This will then be followed up by a Property Inspector visit to determine if the wash has been effective, or if further repairs are required to eradicate the issue. If so, these repairs are dealt with as a priority. We are keen to revisit every property where damp and mould issues have been reported to check the effectiveness of work carried out. In addition, a 5-year rolling stock condition survey programme is being introduced to assess and address the quality standards of all homes.

The work to identify damp and mould goes beyond being a responsive service; it ties into our wider 'Every Visit Counts' campaign where council officers can report any visual signs of damp and mould on your behalf when they visit your home. Over 1,100 officers have taken part in lunchtime learning sessions to provide them with an understanding on how to identify damp and mould whilst visiting a home. Tenant engagement has been essential in relaying key information about damp and mould. We have developed a handy hints and tips leaflet, a dedicated webpage and we have sent out an information leaflet to all of our tenants. We are putting an engagement plan in place to ensure we keep our tenants informed going forward, this will include timely letters and a targeted media campaign ahead of the winter period. More information including hints tips and advice can be found at: Report mould and damp in your home wigan.gov.uk/MouldCondensation

All these changes are informing the development of a new Council Damp and Mould Policy which is due to be published later this year.

What is condensation and how does it occur?

Condensation appears as water droplets on cold surfaces such as walls, ceilings and windows.

It occurs mainly during the winter months and when there is a high level of moisture within the air. Condensation forms as warm moist air cools down due to a drop in temperature of the surrounding air.

Moisture can be caused by normal activities that you carry out within your home, for example:

- Cooking
- Washing dishes
- Drying clothes
- Bathing
- Black mould

What is mould and how does it occur?

Mould is a fungus which grows in homes when warm moist air settles on the coldest areas of the home, such as walls, windows, and ceilings. It appears as dark spots which begin to spread if left untreated.

What is damp and how does it occur?

Damp will appear as marks, lines or stains on your walls. It can also cause paint or wallpaper to peel.

It occurs when water enters your property from the outside due to a damaged exterior, for example, a leak from a roof or from an internal leak such as from a bath.

Rising damp rises from the ground up and can rise to 1 metre. It usually only starts to form downstairs. Any signs of damp upstairs or above 1 metre from the ground are likely to be because of a leak from above.

How can I help to prevent condensation and mould

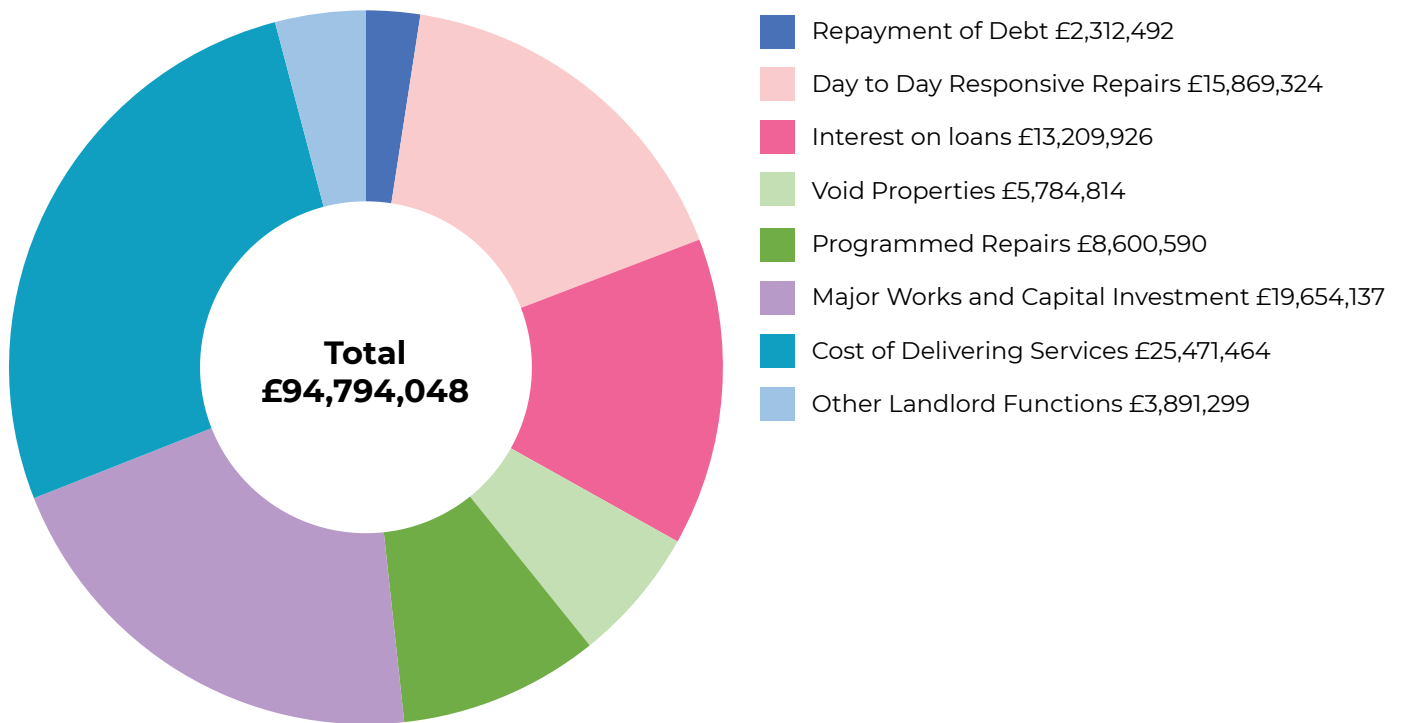
Following the handy hints and tips below can help prevent condensation and mould whilst living in your home if applicable.

- Close the door to rooms with high moisture - keep the door closed to your bathroom and kitchen when bathing or cooking. This will help to prevent the moist air from entering the rest of your home. If the air escapes to the colder areas of your home, then mould could begin to form.
- Keep your extract fan running - it constantly monitors the air and helps to remove the moist air which creates condensation.
- Ventilate - if you can see steam, get it out. Extractor fans are no substitute for an open window.
- Wipe down surfaces - if you see a build-up of condensation on your windows and hard surfaces, wiping away the condensation will help prevent mould from forming.
- Single use dehumidifiers - they cost approximately £1 and are available from most supermarkets. They can help with low level condensation issues, such as in bedrooms, especially rooms that see little use and aren't heated as much as the rest of your home.
- Don't block air vents - they are there to allow the house to breathe, they are essential in the movement of air around your home.
- Dry clothes in well-ventilated areas - outside is the best but if you do have to dry clothes inside make sure it is in a well-ventilated area, with the door closed. Drying clothes releases more moisture into the air.
- Heat your home - try to keep your home warm. Sudden bursts of temperature can add to the problem. It is much more energy efficient to keep your home at a steady temperature.

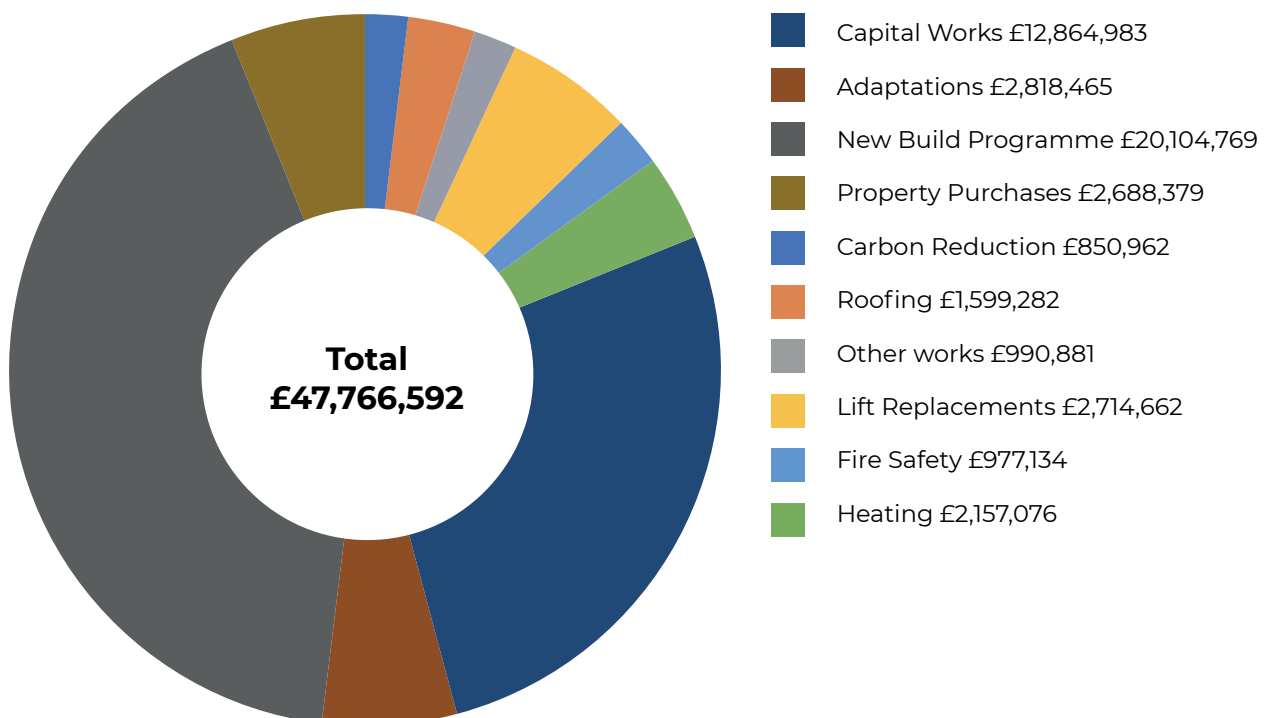
The money we receive goes back into delivering high quality homes and services to our tenants. It is important that our rents are affordable, but also that they align to what our tenants expect. Below is a breakdown of how we have spent the funds received from rents and service charges for this past year.

How we invested in Council Homes during 2022/23

This is our expenditure on day to day repairs and services:



This is our expenditure on building improvements and new buildings:



How are we doing?

We review how we are performing throughout the year and compare this to previous years, so that we can see where we are performing well and where we need to improve.

You have told us that you want us to publish a smaller group of measures within this year's annual report but to make these more meaningful to you by comparing the figures to the last couple of years. This shows where we have got better or where we need to focus our attention to make improvements. We have also included some 'information only' ones such as the number of council homes, which we hope you will find interesting.



Measure	2020/21	2021/22	2022/23	Rating
Number of council homes	21,575	21,575	21,447	
Number of repairs completed	57,685	53,062	65,345	
% of repairs completed right first time	93%	90%	82%	
Satisfaction with repairs	95%	90%	85%	
Number of homes receiving planned works	8,760	8,448	6,920	
% of planned works done right first time	99.6%	99%	98%	
Satisfaction with planned works	99.8%	99.9%	98%	
Number of electrical checks completed	3,627	3,788	3,226	
Number of gas safety checks completed	19,251	18,196	20,004	
Number of applicants on housing register	10,365	13,278	14,176	
Average number of bids per property	94	110	136	
Number of new tenancies arranged	1,196	1,228	1,144	
% of tenancies sustained longer than 2 years	87%	88%	89%	
% of tenants who pay their rent by direct debit	4,981	5,683	5,657	
Number of referrals to our community resilience team	1473	1432	1412	
Affordable homes we have built	96	17	118	
Satisfaction with new build home	94%	91.6%	100%	
Number of Ethical Letting Agency properties	24	43	55	
Number of formal complaints received	181	547	913	

Key

	Our performance improved compared to last year.
	This figure is for information only.
	Our performance dipped this year, but we are already working to improve it.
	Our performance dipped this year, and we will take action to address this.

Responsive repairs

This year much work has been undertaken within our responsive repairs service to make our processes more efficient, and to respond to changes in requirements.

We have:

Aligned our responsive repairs services to work closer to planned maintenance to provide more value for money and greater tenant choice.

Employed additional officers to deal with tenant complaints to provide faster resolutions.

Changed the assignment of disrepair work to control cost and address the growing backlog of cases.

Streamlined the process of dealing with void properties to speed up the re-let process, in particular with care leavers.

Reassigned garden repairs to provide a quicker turn around and better value for money and to ensure the property/garden is safe on re-let.

We have pro-actively sought input from our Reader's

Panel to ensure our communications are clear and informative.

Our staff have been spending more time listening to the tenants face to face, i.e. at Talk & Tidy Tuesdays, Cost of Living events, etc.

Plans for the coming year:

To improve the waiting times for disrepair cases we have established a new team and procured new contractors to tackle the backlog of cases. This not only improves the service for our tenants but also proactively aims to reduce claims against the council.

We are developing a 'No Access Policy' to reduce the amount of no access occurrences and to improve our processes for contacting tenants to ensure access is available.

Targeting damp and mould by introducing a new damp and mould policy that will be underpinned by streamlining processes across all areas of the business.

Planned works:

As part of a collaborative approach towards addressing damp and mould within the housing stock, the Planned Maintenance Team have been assisting the Repairs Team by surveying properties affected to ensure necessary works can be ordered. More recently, planned works contractors undertaking electrical safety works at volume in customers' homes are also reporting back any damp and mould issues discovered during their visits as part of a "every visit counts" approach.

Residents in the high rise were suffering high volumes of lift breakdowns leading to complaints. We are now coming to the end of a lift replacement programme when all 14 lifts will be replaced, resulting a much improved lift service with faster, larger, more welcoming lifts that stop on every floor.

The lifts also include smart controls that reduce travel distances and incorporate energy efficiency devices that will reduce running costs.

To support the energy crisis, we have fitted more solar panels on our homes. The new panels are embedded in the roof structure as opposed to sitting proud of the roof.

Plans for the coming year:

We have been working with consultants to produce an Asset Management Strategy, and around 16,000 tenants received a text message asking for their input. When this is finalised, we will be working through action plans that will deliver improvements to the planned works service.

After listening to customers, we are going to review our Disturbance Allowance Policy linked to disruptive works, for example, rewiring.

This year we will also be focusing on electrical compliance and maintaining our high level of gas safety access.

Case Study - Volunteering

The Leader of Wigan Council Councillor David Molyneux MBE, Councillor Janice Sharratt and former councillor Jim Moodie, recently went out as volunteers, along with council officers Rachel, Terri, and Karen. They volunteered to go out into Ince to carry out some litter picking in the local area. Terri said "We got plenty in a short space of time, local residents came out thanking for us for the help". Wigan Council is committed to supporting its staff to volunteer across the borough and help out in local communities.



Looking after the estates where you live:

In April 2022, we welcomed the Estate Caretakers back into Homes, the team is now fully integrated within the wider housing team and work within the Homes and Communities Team. The Estate Caretakers work collectively with our Neighbourhood Tenant Officers, and Housing Support Officers and Tenant Engagement Officers on our estates.

Each of our estates now have a dedicated Estate Caretaker to look after our estates to keep them clean and free from rubbish. 'Tidy up Tuesdays' are fully up and running; these events see the team working together to provide a full estate clean up. The Caretakers also support the wider team with their 'Talk & Tidy Tuesday' events. This is an opportunity for all the officers and caretakers working on those estates to connect with tenants.

The Caretaking Team have also been supporting our Environment Team who have led on several bulky waste amnesty events across the borough.

Plans for the coming year:

To improve our estates by building on the work we have undertaken over the last 12 months. We will do this by:

All of our policies and procedures will be reviewed to integrate building safety procedures. We also want to develop better performance monitoring and key performance indicators.

Now the caretakers have been integrated back into the Homes and Communities Team, the aim for this year is to establish them as part of the wider housing family.

Allocations and homes:

We have a dedicated Housing Options Advisor that provides housing advice to customers over the age of 50, and tenants who may be looking to downsize or where their current home no longer meets their needs.

We have developed a new tenant welcome pack containing all the information you need to settle into your new home.

We have returned to doing face-to-face appointments when viewing properties and signing for your tenancy, so we get to know our tenants.

Plans for the coming year:

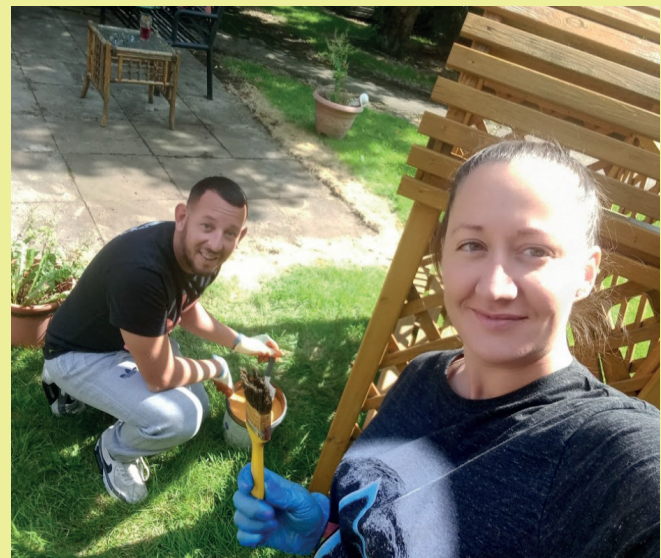
We are developing a digital housing options service so that we can provide customers with a range of housing options across all sectors, this is increasingly important as demand for council housing continues to increase.

We will start to review and consult on the current allocation policy which sets out how we allocate council properties.

Case Study - Volunteering

Hannah, one of our Tenant Voice and Engagement Officers, recently visited a sheltered housing scheme in her patch so she could introduce herself to staff and residents. While there, the Scheme Assistant Sharon said she was looking for someone to help tidy the garden up and repaint the garden furniture. Hannah said "I had suggested we advertise on the community noticeboard, but Neighbourhood Tenant Officer Darren suggested we do it ourselves as a volunteer day. The residents enjoyed seeing us active in the garden and praised us on what a fantastic job we had done on the day".

Having the garden cut back and tidied means that residents can get outside to socialise, whilst enjoying their garden space. A barbeque was quickly planned for August and residents sent an invitation to Hannah to say thanks for her help and how much brighter the garden now seems.



Tenancy management:

We listened to Tenants who had previously raised concerns about not having a visible presence of a council officer on the estates.

In March 2023, following a full-service redesign, we welcomed the new role of the Neighbourhood Tenant Officer within the Homes and Communities Team. We did this by merging two roles; that of the Lettings Officer and Estate Officer to create the post of Neighbourhood Tenant Officer. By combining these two roles, we can have more officers 'on the ground' dealing with smaller area patches.

Our Teams now work within clusters, this consists of our Neighbourhood Tenant Officers, Estate Caretakers, Housing Support Officers and Lettings Assistants. Knowledge of the local area and estates are important for all roles. We want our teams to work together as an area-based team to ensure that all roles are working together to deliver co-ordinated services to tenants.

We are investing in our future workforce; we have welcomed 4 Customer Service Apprentices who will work alongside our Neighbourhood Tenant Officers, this helps to train the housing officers of the future. We want to provide employment opportunities to people living in Wigan, so this year we initiated a number of community recruitment events to attract local people to our positions.

We have enhanced our offer of support to care leavers ensuring they feel supported in their new home. Our Housing Support Officers along with the Leaving Care Team provide joint support to care leavers. Our Support team have also developed pre-tenancy

training which they will be delivering to care leavers to help them with the transition from care to their own tenancy.

Having more officers 'on the ground' means that tenants are getting a better service and also having a visible presence means that tenants get to know their officers and can approach them. This enables us to not only manage the estates better, but to build better relationships with our tenants.

We have setup cluster meetings with officers across housing services to ensure officers understand each other's roles to help provide a seamless service.

Investing more time to our care leavers has enabled them to sustain their tenancies and made them feel valued and safe.

Plans for the coming year:

We will be undertaking a full review of policies and procedures relating to the service.

We are keen to promote continuous learning. We will continue with implementing our training plan for officers, identifying new and refresher training to ensure there is consistency.

We will continue to seek feedback from tenants on how we are doing.

To help us to continuously improve the quality of our service delivery, we are going to regularly evaluate the complaints that we receive to identify lessons to be learned.

Community Recruitment events:

In 2022 we decide to look at a different approach to recruit to Wigan Council job opportunities, we wanted to get into the heart of our communities and employ local residents. Our Community Recruitment events have been a great success so far. We started with four events in November and progressed to a further five in the latest round April 2023. We advertised the events in our leisure centres, community venues, printed posters and advertised in the venues. We also promoted on greater.jobs and Wigan Council Facebook page, LinkedIn and Twitter. The community venues also added the event onto their personal pages too!

Overall, an amazing 301 residents attended the events. 11 were offered positions in the council and 5 specifically in housing roles. 4 Neighbourhood Tenant Officers and 1 Tenant Voice & Engagement Officer.



Tenant Voice:

In September 2022 the new Tenant Voice & Engagement team was formed. The team have been out and about across the borough holding 'Talk & Tidy Tuesdays' and 'Community Cuppa' events working with our volunteers. Please contact the team to find out how you can get involved and help to shape services.

As we promised last year, we have created a Tenant Readers Panel with tenants across the borough who are tasked with proofreading our documents, letters and publications to make sure they are jargon free and easy to understand. Look out for the Readers Panel logo.

Plans for the coming year:

We have lots of exciting opportunities coming up in the next 12 months; starting with the launch of the "Better Connected Community Fund" and our "Neighbourhood Star" awards. To find out more check out our updated website pages Tenant Voice and Engagement Team wigan.gov.uk/CouncilHomesGetInvolved or follow us on the Tenant Voice Facebook page facebook.com/TenantVoiceFacebook or call **01942 486645**.



Tenant voice & Engagement:

One of our Tenant & Engagement Officers first met Tracy when going to speak to some of the residents in one of our schemes, Gantley Court, about funding opportunities. Tracy, who lives on Gantley Avenue, was there with her music equipment set up and soon got talking to our officer. She said that when the group meets for the quiz afternoons, she comes along with her music and likes to play songs for everyone to enjoy. We asked her if she ever plays anywhere else, but she said she didn't have the confidence to.

Over the months of April and May, the Tenant Voice & Engagement Team planned 3 sheltered forums and asked Tracy if she would like to attend to be the DJ. She said she was nervous but that she would give it a go. Tracy was amazing and made the forums come alive – who doesn't like a good song to tap your feet too! When asked how she felt after them, Tracy said it has given her so much more confidence and that she would love to be able to do it more often. This then led to Tracy being asked to play at the team's first Community Fun Day held at Fur Clemt in July and yet again she made the day such a fun inviting place to come to. Tracy also supported with the second Fun Day held in August at Dorset Road in Atherton.

Tracy is such a positive lady and has made such a huge difference to our events and seeing her come out of her shell has been lovely to see. We would definitely say that Tracy has become our teams resident DJ!! Watch this space for future events.



New build and regeneration:

We are exploring how using off site construction techniques can improve efficiency in the delivery of new homes to meet increasing demand.

We are delivering on a range of community benefit initiatives in Worsley Mesnes. Working with our partner Keepmoat Homes, 4 new apprentice opportunities have been filled, supply chain opportunities have been promoted and engagement with schools and colleges has been undertaken in the area.

Our consultation letters, Home User Guide and new tenant survey are being reviewed by the Readers Panel in 2023.

We have installed electric vehicle charging points and low carbon heating in 150 new homes built in the last year, this benefits both our residents and the planet.

We have built a 5-bed supported living scheme for adults with learning disabilities in Leigh, bringing a much needed local facility in this part of the borough.

This scheme will allow some residents to move back to the area that were previously isolated in private accommodation further away.

Plans for the coming year:

The new shops and first new homes at Worsley Mesnes will be available later in 2023.

A new block of 40 apartments at Railway Arches, Leigh town centre will be completed in early 2024.

Our first 'Passivhaus' design (highly efficient) homes are due to complete in early 2024. There will be 6 bungalows at Priory Road in Ashton, of which 4 are fully wheelchair friendly user and 2 are adaptable standard.

Working with the Sheltered Housing Service, we will begin a long-term review of our sheltered housing schemes and start upgrading the communal areas of some of our sheltered accommodation schemes.

New developments:

Extra Care offers independent living with access to on-site care when required and communal facilities which offer a safe and supportive environment. In Wigan we are lucky to have two new build developments which enhances the offer of accommodation to our residents.

Additional benefits for the community:

As part of our commitment to getting the most value out of development activity, we were able to secure a number of benefits for the local community through the redevelopment of Wharfdale, including;

- Apprentice Joiner and two Mechanical and Electrical apprentices on site.
- Range of local labour including project manager, site labourers, plant operatives, joiners, kitchen fitters and cleaners.
- Food donation to Leigh homeless charity of 50 roast dinners.
- Clothes donation to Leigh homeless charity.
- Meet the contractor event of local residents.
- Training sessions for Leigh fire and rescue station.



Wharfdale

Wharfdale is a 56-unit purpose built extra care scheme in Leigh. Since moving into Wharfdale, the residents have created a lovely warm community within the scheme. They have come together with staff to create a fun and vibrant place to live.



Eldervale

Eldervale is a 51-unit purpose built extra care scheme in Wigan. Whilst working through allocating the properties, staff have assisted numerous residents from Wigan to be accommodated in the building, in turn allowing them to access the right care and support whilst remaining in their own homes.

The residents started to move in from August 2023.

Keeping your homes safe:

We have appointed a contractor who will soon start works to improve the Scholes Village high-rise blocks. The work includes full electrical rewires in the communal areas with new lighting.

This is especially important as we have agreed with Greater Manchester Fire and Rescue that we will not install sprinklers in flats.

The new works at Scholes Village was in response to tenants' preference for not having in flat sprinklers. We have engaged with our tenants and will install new fire detection systems and voice evacuation to mitigate the removal of sprinklers as an option.

Plans for the coming year:

Tenant engagement is key as we deliver our duties under the Building Safety Act and part of our own ongoing strategy; we will be delivering a range of fire safety improvements to the high rise to ensure residents safety.

Completion of the work to improve fire safety in Scholes Village and a general increase of smoke detection standards in our dwellings.

We are strengthening our approach with regards to gaining access into customers' homes to do important essential gas and electrical safety checks.

Community resilience:

In September 22 we made changes to our triage system to provide dedicated support to new complainants. This has meant issues are now resolved more effectively and complainants are supported to access the right support earlier in the process.

The introduction of the Noise App has enabled residents to submit electronic versions of necessary diary sheets accompanied by actual noise recordings of the issue they are reporting. This has resulted in an expedited response which will enable us to undertake formal action when warnings are not being heeded.

Plans for the coming year:

Embedding satisfaction feedback from customers at point of case closure

Enhancing the Noise App to version 2.0 to enable residents to submit other formats of evidence including photographs and video.

Sheltered housing:

In July 2022, following a review of the service we gained additional members of staff. This allows a robust management of the staff and the schemes, allowing Senior Officers to manage smaller patches and be responsive to the needs of residents living in our sheltered and extra care schemes. It means that issues are dealt with in a timely manner and escalated to people who are familiar and "hands on" with day-to-day problems that residents face.

This year, the service grew with the addition of Wharfdale extra care scheme. This means we have been able to work with the residents in Wigan to provide a new facility that offers care and support on site with care and support available in the right place, at the right time. We identified some existing residents who could benefit from this offer, meaning we retain them as customers without the need for formal packages of care or more high-cost placements in the borough.

Residents in sheltered accommodation had been vocal in the dissatisfaction with the current out of hours support provider. We wanted our residents to have a voice when designing the contract specification and attracting applications from potential providers. Therefore, we worked with residents in sheltered, via the Sheltered Forum, to produce "I-statements" which from the outset would allow any providers to understand the service our residents expect and deserve in Wigan.

These "I-statements" were in the residents' own words and moving forward, they will be the main performance indicators when monitoring our new contract and holding the support provider to account. Overall, allowing residents to have an input and voice into the process.

Plans for the coming year:

Review of the Sheltered Accommodation Schemes with other departments. This is around long-term plans, having attractive buildings and being compliant with building safety and fire safety.

Working with colleagues in adult social care to ensure we have facilities that can accommodate people to end of life.

Education and promotion of sheltered accommodation and extra care services about the benefits they can bring to customers, who may have never considered them before.

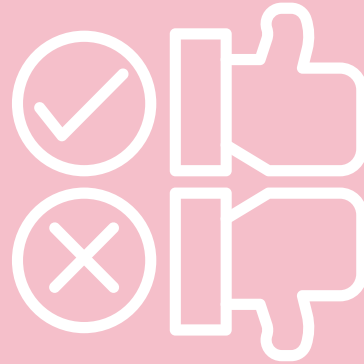
Review of policies and procedures relating to sheltered accommodation/extra care and housing services. This has already commenced, we have been reviewing with residents, listening to their views and developed a draft policy with resident input. The intention is to pilot at specific schemes to ensure the new procedures work before rolling out across all schemes. Example "communal policy use" policy was reviewed with residents at Kildare Grange, Hindley.

We welcome your feedback

As part of the Deal, we ask you to have your say and tell us if we get it wrong.

We value your feedback and use this to help improve the services that you receive.

In 2022/23 we received 913 formal complaints relating to tenant services, compared to a total 547 in 2021/22.



Listening to your complaints

828 of those 913 formal complaints were received by the customer care team based in our repairs service, compared to 479 during the previous year.

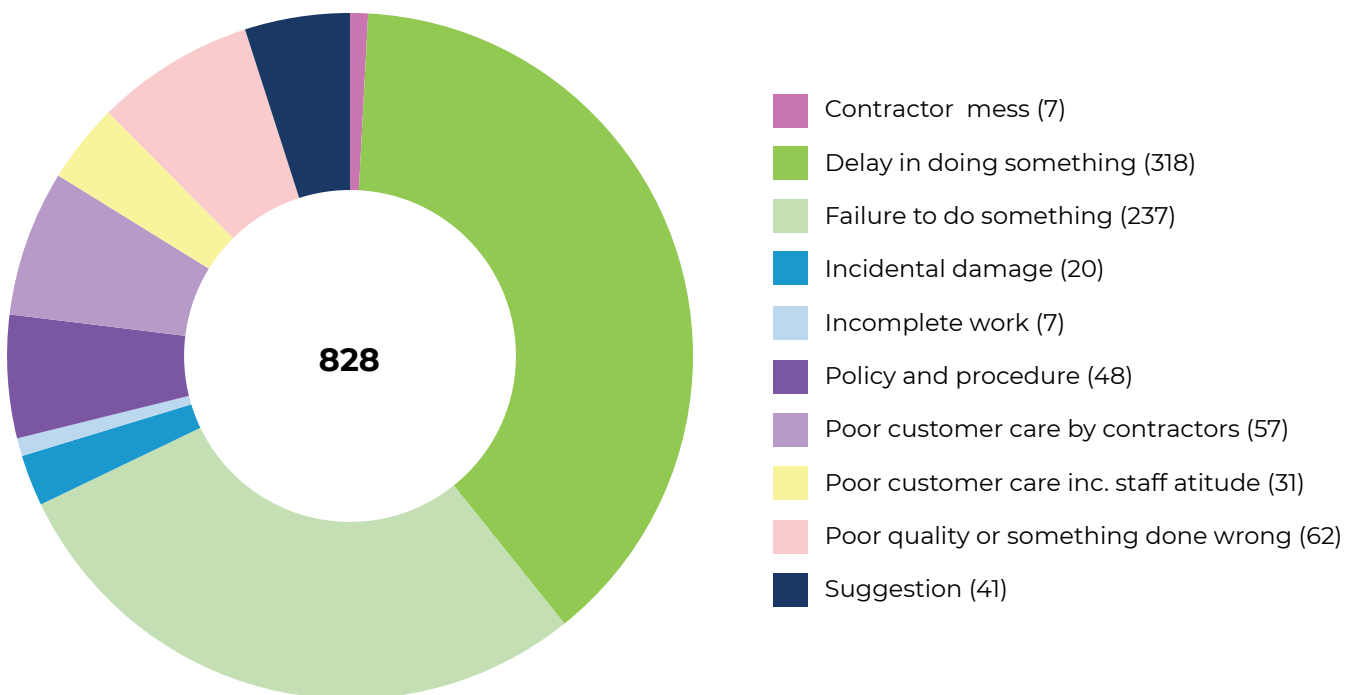
We recorded an increase in the number of complaints during the second part of the year, mainly due to tenants' concerns, understandably around damp and mould.

The service receives a high volume of contact from our tenants, with a total of 65,345 repairs carried out last year, which is an additional 12,000 repairs compared to 2021/22. The number of complaints relates to 1.3% of the total repairs carried out in 2022/23.

We review these complaints by complaint type to see if there are any trends and make improvements to our services.

There have been increases in the number of complaints across all of the categories with the exception of 'incomplete work' which has reduced from last year. The largest increases in complaints have been with a 'delay in doing something' or a 'failure to do something'.

Complaints about the repairs service:



Learning from our Complaints

Based on the complaints feedback this year we have made changes to make improvements.

Although recruitment across the building sector is still proving to be an issue nationally, we have an ongoing recruitment campaign and are constantly advertising for trades to target this deficiency. In the meantime, we have extended the hours of work for our own workforce and increased the number of diary slots for residents to book in their repairs, this includes weekends and making improvements to our IT appointment systems that communicate with both residents and Service providers.

We have developed a robust apprenticeship programme that we are proud of that sees us developing our own workforce without solely relying on the external recruitment market; we currently have 30 apprentices and have just recruited 4 new apprentices to add to this pool.

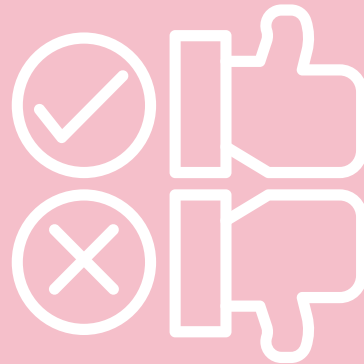
In addition, we have expanded our capacity and

resources through our existing sub-contractors who have worked with us to increase the number of resources they supply to us, which is much appreciated. We are developing a 'handyfix' service which will allow us to deploy non-specific trades persons on to minor works that would normally be assigned to a fully qualified trades person. This way we are expanding our ability to do more repairs with a wider more flexible workforce. An example of this would be a dripping tap, we would normally deploy a fully qualified plumber to carry out this repair but a handyfix service would be equally as competent to carry out this repair. This would allow us to deploy the qualified plumber on to more specific plumbing work.

Unfortunately, we are still experiencing material shortages, which again is a nationwide problem impacting on service delivery, but we will always try to communicate with you about delays to help you understand the reason behind the repairs being delayed.

We have listened and now...

- We have recruited two additional officers to the customer care team to assist in effectively dealing with the complaints.
- Developing a new agreement with our contractor to improve the repairs service. We have formed a dedicated 'Damp and Mould' Task Force, to target these specific problems, by following government guidelines to tackle the issue, both reactively and proactively.



How did we handle your complaints?

We investigated all complaints thoroughly to see if we needed to take any action.

152

Formal complaints investigated

48

Upheld

33

Partially upheld

71

Not upheld

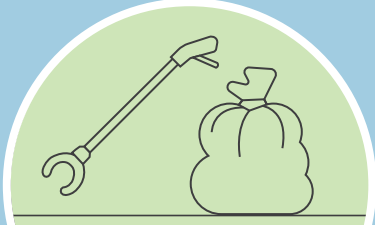







29

were not resolved at stage 1 and were escalated to stage 2

243

other informal issues were quickly resolved by the team

It is important to us to listen to your views on what matters to you about your home and neighbourhood, as well as to engage with you so that you can help shape the services that we provide.

<p>So far this year we have held 9 Talk & Tidy Tuesdays across the borough, supported by the Estate Caretakers and the Neighbourhood Tenant Team. Look out for us in your area!</p>  <p>Tenant Voice Environment</p>	<p>11 documents were approved by our Readers</p>  <p>Approved by the Reader's Panel</p>	<p>219 residents have completed our tenant engagement survey so far. This information will be used to shape our new Tenant Voice & Engagement strategy – if you would like to take part please follow the link: facebook.com/TenantVoiceFacebook</p>   <p>Tenant Voice Be Involved</p>
<p>We launched our Tenant Voice Facebook page in February 2023 - follow our Facebook page to find out the latest news and what's happening in your area.</p> 	<p>Do you have a neighbour who goes the extra mile? Would you like them to be recognised for their support? Has a member of Wigan Council staff gone above and beyond? Nominate someone for a Neighbourhood Star! We will make sure that their hard work doesn't go unnoticed. Let's spread some positivity!</p>  <p>You're a Neighbourhood Star</p>	<p>Want to find out the latest news, events, volunteer opportunities or find out how we are performing as a council! Take a look at our updated website Tenant Voice and Engagement Team wigan.gov.uk/CouncilHomesGetInvolved</p>   <p>Tenant Voice & Engagement Team</p>

August saw the launch of the Better-Connected Community fund. The fund enables local Tenant & resident groups, individuals and organisations to apply for funding up to the value of £2,000 for projects and ideas which benefit our neighbourhoods. Successful applications are chosen by a tenant led funding panel, and applications need to meet at least one of the following themes:

- Helping to build happy, resilient and safe communities – bringing people together!
- To improve the places & spaces that matter most to your community.
- Raise aspirations and create opportunities – through volunteering, training and improving digital skills.
- Increase Tenant Voice in shaping and improving services and neighbourhoods.

On the next couple of pages, you will find more detail on where to go for advice or help, as well as some tips on how to save energy. We hope this is helpful.

Cost of Living Support

We understand that households across the borough continue to feel the squeeze financially, with high overall inflation rates, higher still food inflation and the additional burden of increases in interest rates.

In March, the Department of Work and Pensions announced an extension to the Household Support Fund, for the period 1 April 2023 to 31 March 2024. We will continue to use our allocation to support households, particularly those including children and pensioners, who would otherwise struggle because of rising living costs. The funding is primarily targeted to help towards energy and water, food and other essentials linked to energy and water. We use a cash first approach to give recipients more choice and allow them to use support in a way that works best for their individual circumstances.

Throughout the year we ran a number of pop-up events to offer advice at community venues and on high streets across the borough. The events were attended by council officers from the Local Welfare Support team

along with partner organisations. We also ran a half-day cost of living workshop for voluntary and community groups in November with presentations on illegal and safe money lending, fire safety and we launched the Money Advice Referral Tool.

Our Here for You campaign is important in making everyone aware of the support and advice available across the borough. The webpages are full of useful tips and advice on how to save money, use fuel efficiently, and feed the family cheaply and healthily. They also signpost residents to services, organisation and resources that might be able to help with eligibility checks for benefits, borrowing wisely and keeping well. The campaign encourages us all to be there for each other through the cost of living crisis and look out for opportunities to help out.

On the next couple of pages, you will find more detail on where to go for advice or help, as well as some tips on how to save energy. We hope this is helpful.

Welfare support and debt advice

Our friendly staff are on hand to support you without Judgment at this difficult time. They can offer:

- Advice and support on a range of welfare benefits.
- Help with completing claim forms.
- Guidance and support when making appeals.
- A referral to Citizens advice bureau if you need debt or money advice.
- Crisis support, including emergency gas and electric vouchers, furniture packages and food parcels.

for more information and to apply visit www.wigan.gov.uk/localwelfaresupport or phone 01942 705221

Benefits

If you are on a low income, you could qualify for help towards rent and cancel tax through Housing Benefit, and Council Tax reduction. If you already receive some Housing Benefits or Universal Credit, but not enough to cover all your rent, you could qualify for extra support through discretionary housing payments. You can get an assessment of benefits you may be entitled to with our online calculator www.quickcalc.co.uk/wigan

For more information and to apply visit www.wigan.gov.uk/benefits or phone 01942 489002

Council Tax and Rent Payments

If you are finding it difficult to make your payments, please contact us and we will do everything we can to help:

Council Tax: revenues@wigan.gov.uk or 01942 489001

Wigan Council Rents: myrent@wigan.gov.uk or 01942 486865

Business Rates: businessrates@wigan.gov.uk or 01942 489001

Or visit www.wigan.gov.uk and search struggling to pay

Reducing Your Council Tax Bill

There are several Discounts and Exemptions that can reduce your Council Tax bill if you meet the qualifying criteria. For more information and to apply visit www.wigan.gov.uk/counciltax or phone 01942 489001

AWARM

If you struggle to keep warm at home or have a health condition affected by living in a cold damp home, support may be available through the AWARM service.

For more information and to apply visit www.wigan.gov.uk/Warmhomes or phone 01942 404261

Household Support Fund

This fund helps households in most need with food, energy, water bills and other essential items. You do not need to be in receipt of benefits to apply. For more information and to apply visit www.wigan.gov.uk and search Household Support Fund or phone 01942 705221

Other Help and Support Available:

You can get free independent, trusted advice from the below sources:

- AdviceUK www.adviceuk.org.uk
- National Debtline www.nationaldebtline.org or 0808 808 4000
- Money Advice Service www.moneyhelper.org.uk or phone 0300 500 5000

- Citizens Advice www.cawb.org.uk or 0808 2787 801

- Turn2Us www.turn2us.org.uk

- Gov.uk visit www.gov.uk

For information on support available and how to save money visit www.wigan.gov.uk/hereforyou

Are you entitled to Pension Credit top up?

If you have reached state pension age or if you are a couple and you both have reached state pension age you may be eligible. It is estimated that over 4,000 Wigan pensioners are eligible but have not made a claim. The average Pension Credit claimant receives over £50.00 per week. Claiming is straight forward and staff.

People getting Pension Credit may be entitled to other benefits like help with Council Tax and housing costs and heating in colder months. If you're unsure if you might be entitled, there's nothing to lose by applying. Make sure you don't miss out.

Apply online: www.gov.uk/pension-credit or phone 0800 319 6789 to speak to an adviser.

You can find a lot more information and advice to help you on our website at www.wigan.gov.uk/hereforyou

Case Study - Partnership Working

Partnership working in Neighbourhoods – Street Engagement

As part of our approach to work with local tenants and residents in neighbourhoods, the Street Engagement Hub has been developed in Scholes. This is a multi-agency partnership which includes teams across Wigan Council, Police, The Brick (homeless outreach), Riverside (specialist homelessness support), NHS, We Are With You (Drugs and Alcohol), Department of Work & Pensions and Wigan Council. The Hub provides practical support and advice around a range of issues for people who needs support, or where there is suspected antisocial behaviour. A key aspect of this collaborative work has been undertaking outreach and engagement sessions within the local community, and where required, facilitating access to immediate services and support which includes: physical and mental health support, alcohol and

drug use, access to welfare and benefits support, accommodation and housing and money and debt advice. The immediate impact of this work has been seen with more people engaged in services and less visibility of individuals and recorded issues within the immediate neighbourhood.



Here are just some of our key priorities to improve housing services for our residents across the borough – this year we will:



More efficient responsive repairs: Improving the communication with our tenants to ensure we can get access and carry out repairs in a timely way. Proactively targeting cases of damp and mould.



Improve the quality of our homes: This includes ensuring your homes are safe, meet quality standards and are energy efficient. As well as complete all works relating to the building safety legislation, we have targeted work plans to review and implement a sheltered accommodation fire safety strategy, complete the fire safety works to the High Rises and to support and develop the proactive approach to addressing damp and mould.



Introduce a new Quality Assurance Framework: We want to develop a new Quality Assurance Framework that brings in the voices of tenants, officers, partners, and independent organisations, to provide a holistic picture of how we are performing and the quality of Wigan's housing services.



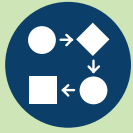
Be led by our Tenants: Understanding the experiences and view of our tenants is vital to continually improve the quality of the services we deliver and ensuring that they meet the needs and aspirations of our tenants. The Tenant Voice and Engagement Team will be working hard to create new opportunities for tenants to get involved, have their say, and help shape services.



Review our Housing Allocations Policy: The housing market has changed dramatically, as have the needs of our residents, therefore it is important to ensure that the way we allocate our homes reflects these needs. To do this we want to start to review and consult on the current Allocation Policy for council housing.



Improve our Digital Offer: We want to ensure that you can easily access information about our housing offer and support services easily, so we are making changes to our online information and making it easier to apply and submit information online.



Review of Sheltered Homes: Ensuring that our sheltered housing is safe, attractive and compliant in line with building and fire safety, and promoting what sheltered accommodation and extra care services has to offer to our customers.



Deliver more new developments: It is important that we grow our supply of affordable homes, we are continually exploring different building methods to help us deliver more new homes to meet increasing demand and partner with other social landlords and developers to maximise opportunities for new developments. We have several exciting new build developments becoming available to let this year.



Improving our offer to Care Leavers: Housing plays a big part in delivering our care leavers local offer wigan.gov.uk/careleavers. We work hard with our housing partners to ensure our care leavers have access to the best accommodation available for them. In 2022 we engaged with our care leavers to better understand what is important to them, what challenges they face when trying to secure accommodation and to identify actions we need to take. We have put an action plan in place in response, designed to meet the individual housing needs and aspirations of our care leavers.



Maximising community benefits: There are opportunities in the work we do to build and develop new homes to offer out additional benefits for the local community, such as the creation of employment, work experience projects with local schools and colleges, training and work for local businesses. We are committed to maximising these opportunities to deliver wider benefits for our communities in all that we do.



Cost of Living Support: We understand that households across the borough are feeling the financial impact as a result of the increased inflation rates affecting the cost of food, energy, clothing and other essentials. We will continue ensure households can get advice, support and help - wigan.gov.uk/hereforyou



Make our homes greener: As a landlord with over 21,000 homes, Wigan Council has invested in improving the fabric and insulation of our housing stock. We have installed over 18,000 energy efficient gas condensing boilers, and as a result, our homes have improved their energy rating. This year we will be continuing to trial different ways to make your homes greener and more energy efficient - not only is the good for the environment, but it should help reduce your energy bills too.

You can read more about our exciting plans for housing in our Wigan Borough Housing Strategy. wigan.gov.uk/housingstrategy

Useful information on housing services

As part of our commitment to being open about what you can expect from your housing services and supporting you to hold us to account, here are some links to information on housing service standards. We have also included some links to websites that will tell you how to get involved in influencing local housing services, or scrutinise the performance of your landlord, or volunteer in your local neighbourhood.

Regulatory Requirements

If you want to understand what national standards the government expects social landlords to deliver to their tenants.



<https://www.gov.uk/guidance/regulatory-standards-procedures-and-guidance>

Wigan's local offer with its tenants

If you want to see the local standards that we developed with our tenants, that set out what you can expect from your housing services and what your responsibilities are.



Housing standards for tenants
wigan.gov.uk/HousingRepairsResponsibility

Home content insurance – everyone should have this

Home contents insurance is something everybody needs as replacing the contents of your home against events like fire, flood theft or accidental damage can be costly. Our tenants can now purchase contents insurance through us, underwritten by a major insurer at reasonable rates.



Home content insurance
wigan.gov.uk/HomeContentsInsurance

Wigan's repairs local offer

If you want to read our repairs local service standards developed with tenants, setting out repairs we are responsible for and those that are your responsibility.



Housing standards for tenants
wigan.gov.uk/HousingAboutUs

Volunteering opportunities in Wigan

If you would like to find out more about the range of rewarding opportunities to volunteer.



Wigan Borough Volunteering Hub
wigan.gov.uk/WiganBoroughVolunteeringHub

Report a repair online

If you want to book a non-emergency repair online. This means that you can book, amend, and cancel a job online 24 hours, 7 days a week. You will also be able to choose a convenient date and timeslot for your appointment.



Housing repairs and improvements
wigan.gov.uk/housingrepairs

For out of hours repairs, please call **01942 489005**.

If you are homeless and in an emergency such as a fire or flood, please contact **01942 828777**.

If you are dissatisfied

We aim to provide high quality services at all times. To improve our standards, we want to know if you think we have got things wrong.



If you are dissatisfied you can tell us by logging a complaint at: wigan.gov.uk/HousingComplaint

You can also send a letter to the Complaints and Information Team, PO Box 100, Wigan, WN1 3DS.

You may also call any public Council office.

TPAS – Tenant Participation Advisory Services

If you want to know more about this not-for-profit organisation that champions tenant involvement in social housing across England and find out how to sign up to become a member.



TPAS: www.tpas.org.uk

Tenant Voice and Engagement Team
wigan.gov.uk/CouncilHomesGetInvolved

Getting involved in your housing services at Wigan

If you want to get involved and have a real say in the services you receive, to make sure they improve and continue to meet your needs, then email us at Tenant Voice and Engagement Team
TVAET@wigan.gov.uk



Recycling Centres

Yes please:



Clothes & textiles



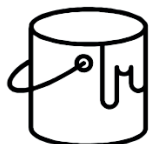
White goods & appliances



Bulbs & batteries




Hard plastics toys & washing-up bowls



Paint, cooking oil & motor oil



Mattresses & sofas

If any of the items marked with a  are in a re-useable condition, then consider selling, donating to a charity or even upcycling first.

Or visit www.freecycle.org to donate your unwanted items.



Recycling centres:

- Kirkless, Makerfield Way, WN2 2PR
- Slag Lane, Leigh, WA3 1BZ
- Chanters, Arley Way, Atherton, M46 9BP

Have your bulky waste items collected for free*

By using the Council's bulky waste collection service, you know that you are disposing of your waste responsibly.



Do you use private waste collectors?

Then remember to:

- Ask to see their waste carriers licence
- Get a receipt to confirm:
 - What they've taken
 - Where it will be disposed of
 - Payment made
- Make a note of the vehicle registration

*For full details on bulky waste collections or to find a registered waster carrier near you visit:
www.wigan.gov.uk/bulkycollections



IT'S A CRIMINAL OFFENCE TO FLY TIP

If you give your waste to someone who is not a licenced waste carrier and it is fly-tipped, you could be fined up to £50,000, just as if you fly-tipped it yourself.

