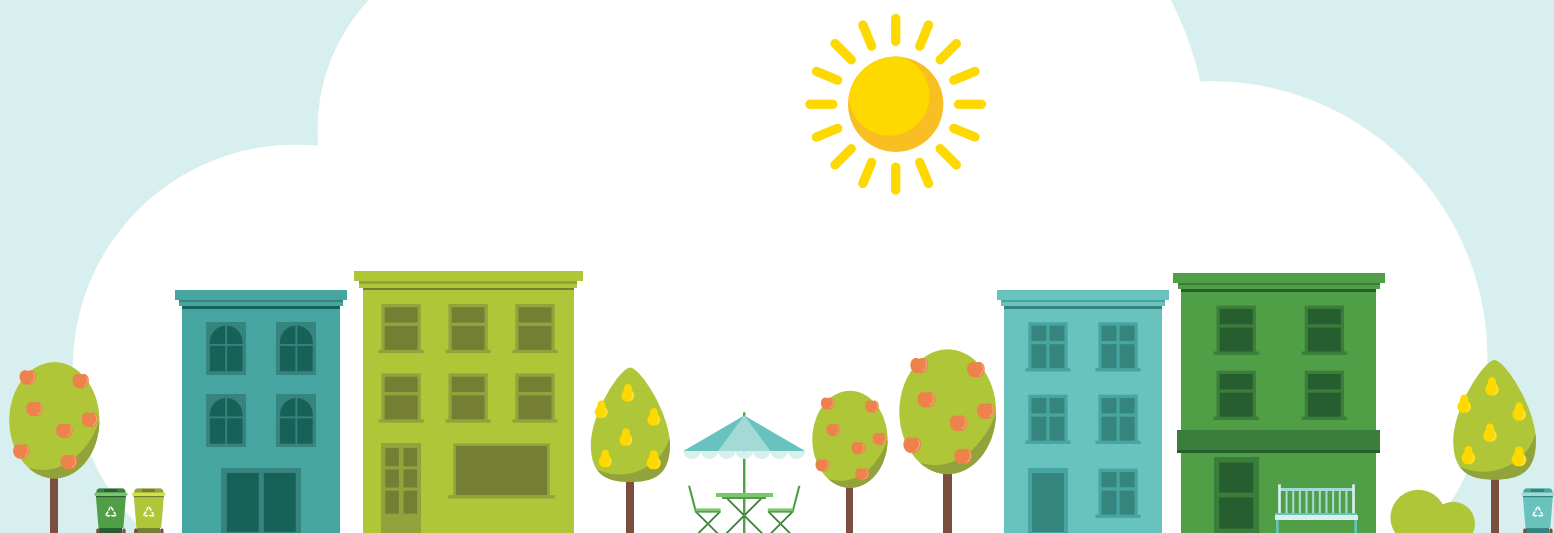




# Tenant and Leaseholder Annual Review 2022/2023







# Welcome to our Annual Review

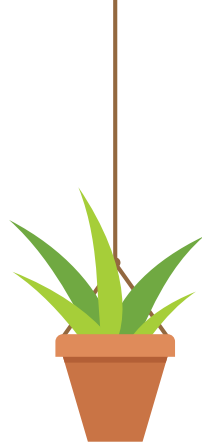


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## Welcome to our annual review for council tenants and leaseholders for 2022/23

**We know housing plays a vital role in everybody's life. We don't just manage council houses, we provide homes. The projects that have moved forward this year will make a big difference to tenants. This includes developing closer working with sheltered housing residents, the delivery of new council homes and more engagement with tenants and leaseholders.**



During the year, we consulted sheltered housing tenants and agreed how their housing services should be delivered in the future. Additional sheltered housing officers are being recruited and they are working closely with residents who want to live independently but need a bit more support. We are also working on providing disabled scooter storage where we can. New council homes continue to be a big priority and we have new properties on site this year and more planned for 2024/25. I'm sure tenants will be happy in their new homes.

We are planning to engage tenants and leaseholders more on how housing services are delivered. This includes a project to involve leaseholders more, closer working in local communities and better communication with tenants on housing services and how they can get involved in improving these.

Finally, many residents help their neighbours and have strong community links. We want to build on this, and work together to develop strong communities where neighbours support each other and take pride in their living environment. I will be encouraging closer links with partners, such as the Police and Neighbourhood Watch; as this will help to combat any anti-social behaviour issues in your area and help us to create strong, diverse communities that we are all proud to be a part of.





**Tom Shaw**  
**Executive Councillor for Housing**



## It has been a challenging year

We all face problems with the cost of living and the affordability of things we use to take for granted, but for people on lower incomes this can lead to difficult choices having to be made. In part this has led to a record number of homeless households approaching the council for assistance, with many facing a long time in temporary accommodation.

Even though it has been a tough year, there have been good achievements.

<p><b>Emergency repairs carried out on time met its very high target</b></p> 	<p><b>Gas checks retained 100% compliance</b></p> 	<p><b>There were over 1,000 energy efficiency improvements in council homes</b></p> 	<p><b>More residents joined us on regular estate inspections</b></p> 
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Our role in housing is to ensure our council properties, estates and land are kept in great order and that we enable residents to live amongst each other, free from nuisance. This can be a challenging ask for us because lifestyles have changed and some people do not consider how their actions impact on other people. This is where estate inspections come into play. The housing team need your help. We want more residents to join us on future estate inspections because we need to look at these walkabouts with a different eye. We will also need assistance with implementing more regulation in the sector, namely in regard to high rise buildings and just the general engagement and participation with residents on day-to-day matters of concern.

I believe we offer a good housing service but we have to get closer to you, our residents, to go to the next level required to achieve the council’s 2040 ambitions to eliminate poverty in Luton. Anything is possible when we work collaboratively together. I’m looking forward to a better year where I meet and work more closely with you.

**Colin Moone**  
**Service Director, Housing**





# Tenant Partnership Board, who are we and what do we do?

**I would like to introduce myself, as Pam Holes Chair of the Tenant Partnership Board. But who are we and what do we do? The Panel is a recruited group of council tenants and leaseholders and our role is to work with the council and to challenge them to ensure all council tenants and leaseholders receive excellent services and are given the opportunity to get involved and give their views.**

We are a good team and this year's training and briefing sessions have strengthened our knowledge, giving us the tools to question how services are delivered. We meet regularly to discuss and present our views to councillors and key staff. For example we discussed this year's rent increase at length, as we know personally the effect rent increases have on all tenants. Finally we agreed the rise was necessary to maintain service levels to you.

New members joined us this year and we would like to welcome Derek, Dean, Mairlina, Stephanie, Tracey and William. We have been developing stronger links to the Tenant Scrutiny Panel and in future work, this will provide a wider outlook on housing services and a more in depth look at how things are going.

If you would like to find out about ways you could be involved please feel free to contact the team who can show you the variety of ways you can be involved with housing services.

To find out how you can join us please contact Ben via emailing [tenantparticipationteam@luton.gov.uk](mailto:tenantparticipationteam@luton.gov.uk) or messaging him on **07850 974893**.



**Pam Holes**  
**Tenant Partnership Board, Chair**





# Tenant Scrutiny working towards improving the tenant experience

**I will start off by introducing myself as Steve Berresford the chair of the Tenant Scrutiny Panel. Our role is to scrutinise housing services to help improve the tenant experience.**

We began our work in 2020 and have been working on many exciting projects such as a review of the day to day repairs process, agreeing joint working with the Tenant Partnership Board and a light touch review of tenant contact with the customer service centre.

As my colleague Pam mentioned we are proud to say we have joined up with the partnership board, and this has given us more input into decision making and service processes.

We are currently looking at recruiting new members to our panel and would love to hear from you if this is something that interests you. You can find out more by contacting the tenant participation team whose details can be found on page 21. We look forward to hearing from you.

**Steve Berresford**  
**Tenant Scrutiny Panel Chair**





## Important news for tenants

**The Social Housing (Regulation) Bill received Royal Assent on 20 July 2023, switching to become the Social Housing (Regulation) Act.**

This new law brings forward the following ground-breaking changes for social housing:

- Strengthening the Regulator of Social Housing to carry out regular inspections of the largest social housing providers and the power to issue unlimited fines to social landlords.
- Additional Housing Ombudsman powers to publish best practice guidance to landlords following investigations into tenant complaints.
- Powers to set strict time limits for social landlords to address hazards such as damp and mould.
- New qualification requirements for social housing managers.
- Introducing stronger economic powers to follow inappropriate money transactions outside of the sector.

Any landlord who fails to meet the requirements of the new standards could be fined by the Regulator.

In addition to this the **Building Safety Act 2022** will make changes to the way that some buildings are managed. This was passed by the government after the Grenfell Tower fire tragedy.

- It applies to all new or existing buildings over seven storeys high with residential properties
- It makes clear who is responsible for fire and building safety in these flat blocks, putting in place new standards and guidance
- It puts residents at the heart of building safety



# Tenancy management service

The tenancy management team's role is to help you understand your tenancy agreement and deal with your housing tenancy related queries. This includes tenancy management visits to you at home, tenancy audits, assisting with mutual exchanges, neighbour disputes and succession requests.

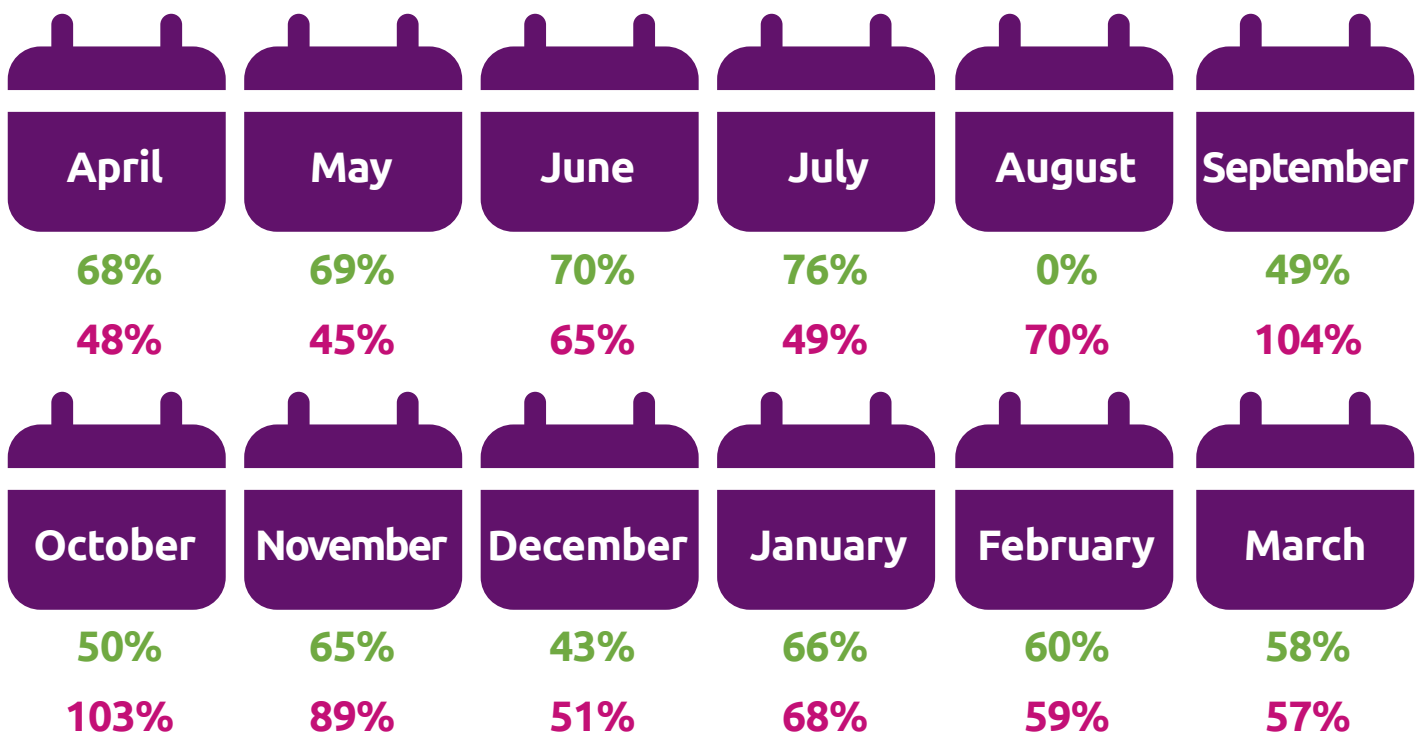
## Tenancy Audit Visits Completed (%)

2021/22

2022/23



Monthly target:  
90%



### Tenancy Audit



Your tenancy officer visits you in your home and takes down some details about you and your household. These visits are important as they help us to check that we are providing the right kind of services to you and help us make sure that the details we hold about you and your family are up to date and accurate.

### Did you know?



- A tenancy officer manages approximately 700 properties
- Tenants are responsible for maintenance of their own garden, including trees. Tenants are not usually responsible for communal gardens.



## In 2022/2023



## You said, we did:

You wanted to see us out in the community more and tenancy officers are now basing themselves locally on estates in spaces such as sheltered housing schemes. This should make them more visible

Tenancy officers are also now attending regular estate walkabouts. Tenants are welcome to come on these and they are advertised in the online tenant newsletter. More details of how you can receive the tenant newsletter can be found on Page 21.






# Dealing with anti-social behaviour (ASB)

Dealing with ASB can be stressful and upsetting for everyone involved and we work closely with the Police, residents and other partners to try and resolve any issues quickly.

We have specialist ASB officers to deal with the most complex cases, but your tenancy officer is your contact to report any issues.

## ASB cases

		
New ASB cases received	556	584
Average time to resolve an ASB cases (days)	195	47
Average satisfaction with ASB case management	76%	71%

Satisfaction was lower at the start of the year but in the last 3 months it rose to an average of 92%. During the year some of the higher level ASB cases resulted in legal action being taken:

		
Legal actions taken on ASB		
Property closures	6	5
Injunctions	7	5
Evictions	3	5

## Rent collection

Due to the cost of living crisis, the amount of rent owed outstanding at the end of the financial year was £1,220,945.

### Did you know?

The council can provide some advice on welfare benefits universal credit, housing benefit, council tax support, new style esa and the welfare reform. Contact [moneybenefits@luton.go.uk](mailto:moneybenefits@luton.go.uk) or 01582 546620 for more information.





## Current rent arrears



2021/22

2022/23



104.5%

103.0%

104.3%

104.5%

99.8%

99.8%

93.0%

98.2%

98.8%

100.0%

99.6%

100.0%



101.2%

101.5%

102.7%

102.5%

102.8%

102.8%

100.4%

100.1%

101.3%

101.2%

99.8%

101.0%

## Former tenant arrears



2021/22

2022/23



99.8%

100.4%

101.5%

101.5%

97.1%

97.2%

95.3%

95.8%

96.5%

97.6%

97.3%

97.7%



98.4%

98.8%

99.8%

99.7%

99.9%

100.0%

98.0%

97.7%

98.8%

98.8%

98.8%

98.6%

# Introducing the Housing Commercial Team

We have set up a new Housing Commercial team to manage leasehold services, right to buy applications and garages. Having dedicated staff members will mean improved services to customers. We have already started work on a project to improve communication and participation with leaseholders and other projects are planned for the future.

## Right to buy and Leasehold

Secure tenants in general needs homes have the legal right to buy their homes. In 2022/23 there were:

### Right to Buy Applications



### Right to Buy Sales



The breakdown of properties that were sold is shown below:

### Right to buy 2022/23 by property type:



If you buy a flat under the right to buy scheme you will have been sold a long term lease and will have become the leaseholder. In effect you are buying the inside of your flat and the structure of the building (external walls, roof etc.) remains in council ownership and we have the responsibility to repair and maintain this. Under the terms of the lease you will be required to contribute annually to the cost of managing and maintaining the building in which your property is situated – this is called the service charge. We have 878 leaseholders, including 32 new leaseholders who purchased their flats during the year.



## Service Charge Collection

In 2022/23 the total amount leaseholders were charged, was £1,248,562.07 and our total income was £1,037,444. That is a collection rate of 83%. This is a lower collection rate than in previous years due to some higher charges for leaseholders in the high rise blocks due to some of the cost of the new cladding, and the need to agree repayment over several years.

### Garages

In total the Council owns 1437 garages on 120 garage sites located across Luton. In 2022/23 the total amount of rent collected for garages was £808,216. In 2022/23 99% of the garages were let.



£808,216



# Sheltered Housing

**Sheltered Housing is usually a group of flats or bungalows especially built and designed for older people or people with disabilities, with support provided on site. Communal facilities provide residents with opportunities to get together socially and help improve resident's social lives.**

Luton Council owns and manage 22 sheltered housing schemes across the borough.

## **In 2022/23:**

- We launched a new Call Monitoring Service, Appello Lifeline, and this change has meant faster response times to calls. We have had Beds Fire Service out to all schemes to talk to tenants about home fire safety and will be continuing to offer this service.
- We have focused efforts on trying to increase social events in our schemes through the year including cinema club days which have proved very popular, fish & chips and games afternoons, games include chess, table top curling and giant connect four. We have also reinvigorated our garden activities by funding some gardening clubs. The latter has been a great way for tenants to come together and make our garden areas look fantastic.
- We have purchased a number of pool tables for some of our schemes at the request of tenants with the aim of holding an inter scheme tournament later in the year.
- We are trialling tablets for tenants to hire free of charge for their own use, to enable them to carry out tasks such as, shopping and communication with family and friends.
- We now offer regular coffee sessions within all of our sheltered schemes on either a weekly, fortnightly or monthly basis. These are open for tenants, their family and friends to attend.
- 100% completion of health and safety inspections across all 22 sites throughout the year.

The sheltered housing scheme refurbishment programme has continued making a huge difference to the way the schemes look and feel and to the safety of our buildings and tenants.

Safeguarding is something which every member of the community has a responsibility, not just our officers. Where anyone has concerns about the wellbeing of any individual they should be raising this awareness with the Luton Safeguarding Team. This can be done online via email on [adultsafeguarding@luton.gov.uk](mailto:adultsafeguarding@luton.gov.uk) or via the phone on 01582 547730.



## Relet Times: Average Relet Times in Days Sheltered Housing


**Monthly target:**  
**23 days**

■ 2021/22

■ 2022/23



# Sheltered Housing Safeguarding Referrals


**Monthly target:**  
5

■ 2021/22

■ 2022/23





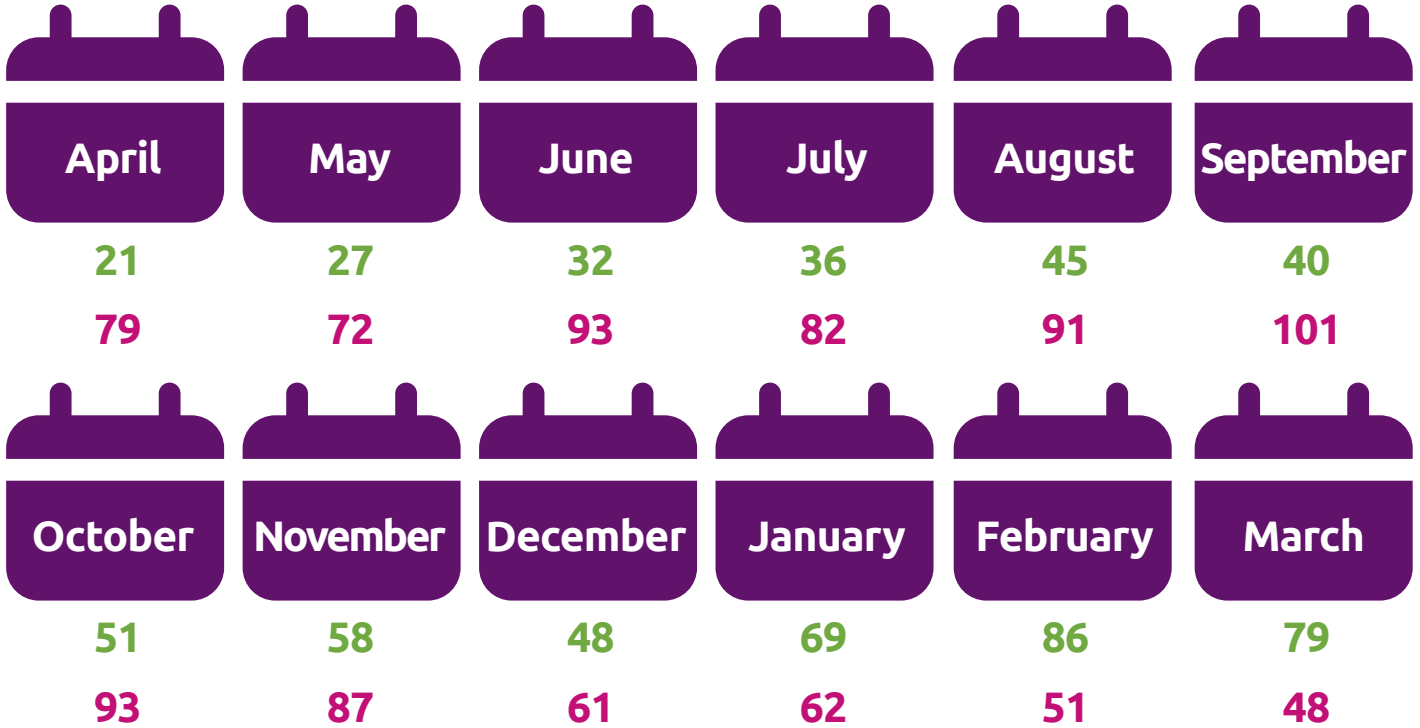
# Sheltered Housing Tenancy Audits

Note: numbers in 2021/22 were affected by COVID 19.

2021/22

2022/23


**Monthly target:**  
**95%**





# Tenant Participation

Tenant participation is vitally important. The aim is to involve tenants and leaseholders in all aspects of the housing service by asking your views and using your opinions to improve services. Communication is key to this and we offer a variety of ways for you to participate including surveys, face to face and online meetings, events and specialist tenant groups  
Achievements in 2022/23.

## Scrutiny Panel

reviewed customer service and welcomed two new members, Curla and Mohammed.



## Tenant Partnership

**Board** – Six new members have been recruited. We are pleased to welcome Derek, Mairlina, Tracey, Stephanie, Dean and William.



## Key Customers

– 34 new recruits. Key areas of focus agreed. Along with new methods of contacting them and keeping them informed.



## Tenant representative training and briefing sessions

– six sessions held including meeting skills and information on the government's new regulation of housing service.



## Nine local consultations took place.

An example of this is an estate improvement survey in some of our low rise blocks.



## Local Tenant and Resident Group meetings

took place in over ten areas of the town. Various local issues were raised and resolved.



## Contractors worked with the council on a range of social value projects

including; community gardens and community events.



“It was great to see the community come together after a couple years apart.” – **Park Town Tenant and Resident Group Chair.**

“It’s lovely to be able to use our green space and socialise with other residents. We have all started growing vegetables and using the new sunny spots with our families”. – **Acworth Court resident**

We launched a reviewed **estate walkabout programme** and 4 walkabouts took place. Monthly walkabouts are planned for the coming year.



**8 editions of the tenant newsletter,** were sent out to 826 tenants. To subscribe to your housing newsletter please contact Ben via email: **tenantparticipationteam@luton.gov.uk**

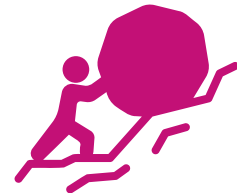


If you’d like to receive a copy of the tenant newsletter, please contact us on **TenantParticipationTeam@luton.gov.uk** or via mobile on **07850 974893.**



## Challenges

- Getting more people involved – especially younger people.
- Preparing for new regulation of housing services.
- Making sure tenants are kept informed about how to get involved.



## Future Plans

- Launching the tenant and leaseholder satisfaction survey 2023
- Working more closely with leaseholders
- Launching a community garden at Bristol Road
- Launching a Key Customer involvement programme.



For more information on how to get involved contact the team by email on **tenantparticipationteam@luton.gov.uk** or call us on **07850 974893.**



## In Memory of John Camp

**This year, we were sad to say goodbye to a beloved member of our Tenant Partnership Board, John Camp. John was a very involved tenant, working closely with tenants and leaseholders, council staff, councillors and external agencies on many projects and groups.**

John made a difference both for Luton council tenants and other tenants across England by being:

- A founder member of the Tenant Partnership Board and a very capable Vice-Chair.
- A member of the ARCH (Association for Retained Council Housing) tenant group member, getting involved in policies for all council tenants.
- A member of the newly formed Housing Ombudsman Tenant Group, looking into tenant complaints and how they can be used to improve housing services in England.

All Tenant Board members were supportive of John's work and proud of him. John has also seen the opening of many new builds across Luton and most recently visited the three new homes at the top of Denham Close (Melsetter Mews) and three at the top of Morris Close (Lodden Mews) in Marsh Farm open.

"John will be greatly missed from our Tenant Board, he was an amazing Vice Chair and a close friend. John was a passionate Luton Town football fan, and he shared his love of football family members and often spoke with us all about games. John was so proud to be at the match that saw Luton Town move up to the premier division. The Board and myself are very grateful to have known John and will cherish the memories we have of him."

**Pam Holes, Tenant Partnership Board Chair**





# Concierge and Inspections Team

The Concierge & Inspection team's role is to make sure residents living in low and high flat blocks have clean, safe and tidy communal areas by carrying out regular inspections.

During the year the team achieved the team following against service standards.

	2021/22	2022/23
Flat block/ estate inspections completed	96%	100%
Flat block/estate inspections judged to be of a good standard	95%	99%
High rise flat blocks judged to be of a good standard	97%	98%
Garages let	99%	99%

## We also

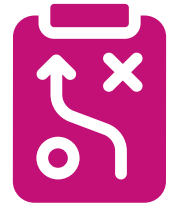
- Supported and promoted smoke-free homes
- Took part in the young people & children living with asthma initiatives
- Worked with Bedfordshire Police on the safer streets project, which led to the installation of nine new CCTV cameras.
- Assisted crime prevention projects leading to smart water home property marking kits and Ring video doorbells
- Worked with residents to improve their communal areas
- Re-opened the multi-use games area in Park Town.

The concierge 'road show' was introduced and is working well. The team is organising regular visits to flat blocks and inviting residents to join staff and raise any concerns or issues they may have.

Please let us know if you would like the concierge road show, to visit your block by contacting [conciergeandinspectionsteam@luton.gov.uk](mailto:conciergeandinspectionsteam@luton.gov.uk)

## Future plans include:

- Continuing with work on the healthy estate strategy
- Encouraging residents to make use of their communal garden space
- Look into changing the team's name. Look out for the prize competition for the best name that explains their role
- Increasing the team's hours on site by introducing shift work
- Making officers more distinctive and visible, by changing the colour of their fleeces to purple.



## Did you know?

That a 'specialist clean' is an emergency cleaning service, for example to remove spillages of bodily fluids etc. The service is available 24/7

You can report a specialist clean by calling BTS on 0800 0147 333.



## Did you know?

We provide cleaning to:

- 11 high rise flat blocks
- 440 low rise flat blocks
- 22 sheltered housing schemes

That's over 22,880 cleans per year

We also manage over 16 hectares of land and that's the equivalent of 25 football pitches.



## Repairs Service

Building and Technical Services (BTS) provide most of the repairs service and planned works to our homes. We take great pride in our ability to deliver high quality, affordable services that are customer focused. We have a dedicated repairs control centre delivering a 24/7 service.



## Achievements



At **Plait Court** we made the car park more secure by providing an electronic gate in consultation with residents. This has significantly helped minimise littering issues and non-resident parking.



The **high rise external insulation programme** is helping to keep resident's energy bills down, while keeping them warm and safe. The residents selected the colours of the blocks.

**"The cladding has made our home not just prettier but has also kept us warm throughout the year. It has helped keep our bills down and has been a welcomed edition"** – Tracey, Acworth Court.





# Damp and Mould

Anyone who has seen the photographs of the property in Rochdale that was in the news recently could not help but be appalled by the condition it was in. For some years now housing services have had a process to address issues with damp and mould, where a mould wash does not provide a long term solution. We inspect and, where appropriate, engage external specialists to survey the property and provide recommendations for the best solution.



If you have any worries about damp and mould in your property please contact BTS on **0800 0147 333**.

# How we involve Tenants

We involve residents on all major projects. We attend Tenant Board meetings and for other groups we will supply relevant information.

## Our performance in 2022/23

Total calls to the call centre



44,318

Abandoned calls



5.54%

Total day to day repairs completed throughout the year



22,907

Total jobs fixed right 1st time



94%

Total customer satisfaction



98%

Number of responsive repairs completed on time



94%

Total programmed/planned works carried out

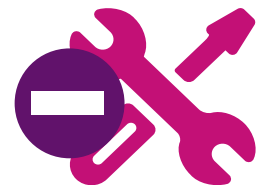


1,827



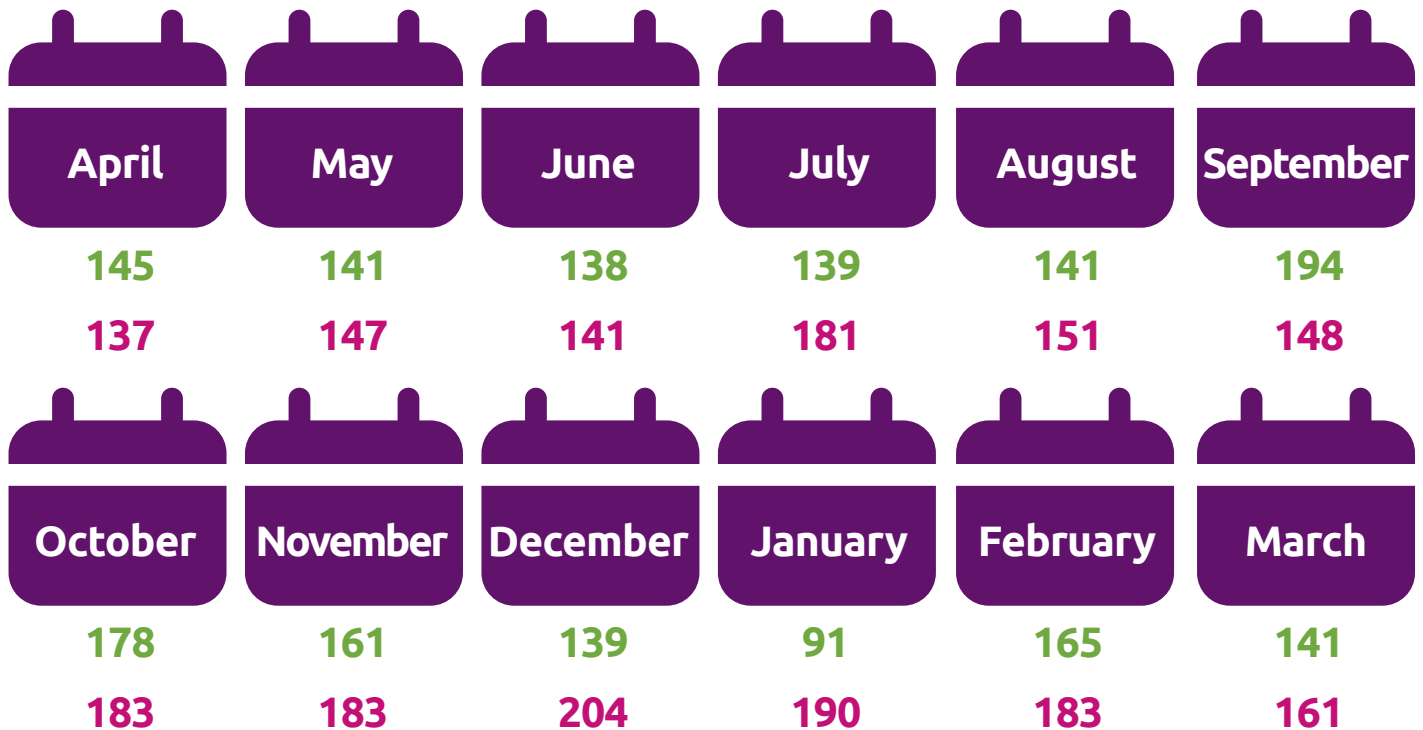


## BTS No Access (day to day repairs)



2021/22

2022/23



A no access repair is where we turn up to complete a repair and no one lets us in. It costs Luton council £60 for every no access repair appointments. Over the year this cost a total of £120,540 which could have gone towards further improvements and refurbishments in your area.

# Adaptations

The Adaptations team main role is to make improvements to your homes to enable you to stay at home. The team can install a range of adaptations to your home depending on the individual needs. These include but are not limited to:

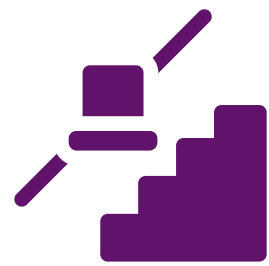
**Improving wheelchair access into and movement around your home**



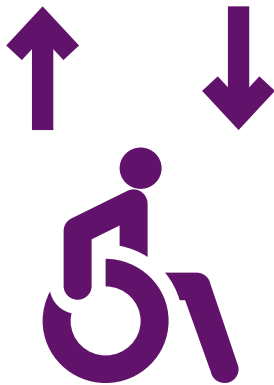
**Disabled access to showers**



**Stair lifts**



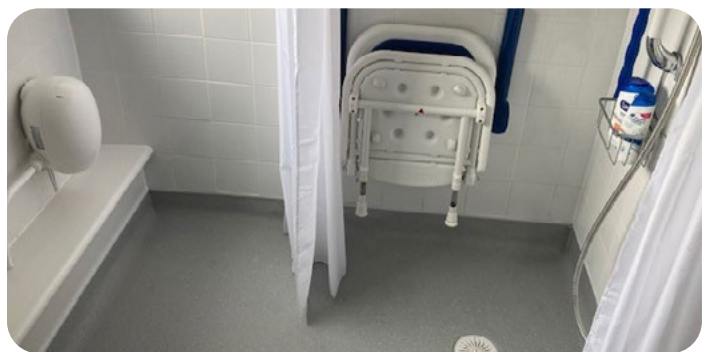
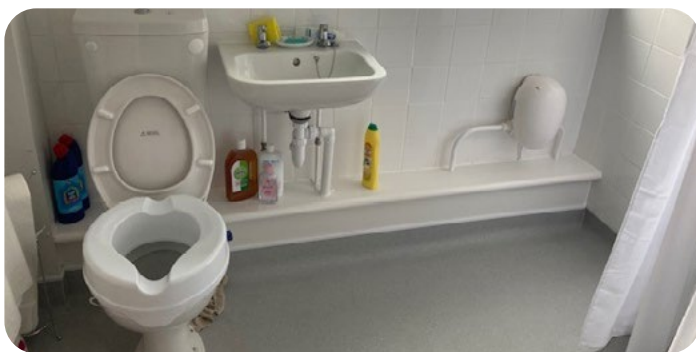
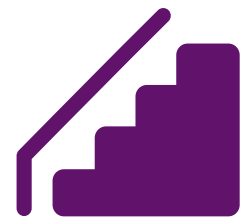
**Hoists**



**Kitchen adaptations**



**Smaller modifications such as grab rails**



64 cases were completed at a cost of £639,796. We no longer record satisfaction surveys as a key performance indicator, however we only had one dissatisfied customer in the year.



# Housing strategy and development

The Housing Strategy & Development team's main role is leading on new council housebuilding, as well as supporting more affordable homes, improved energy efficiency and broader housing strategy.

In 2022/23, the council's new housing strategy was adopted. The strategy runs to 2027 and includes the council's commitment to improved tenant involvement, as well as delivering on new homes, better neighbourhoods and supporting health wellbeing. Tenant Board members were actively involved in the consultation process.

Funding was made available to take up opportunities to buy back former council homes where we have a legal right of first refusal, and this led to the addition of seven homes.



Six new three-bedroomed homes for rent in Marsh Farm which BTS have built have been handed over and new families are now living in them. A further 37 homes are under construction at Buckle Close of which seven will be available for shared ownership. These will be our first non-gas homes with heat pumps used for low carbon heating, and we are planning to go further with net-zero carbon design for future council housing. Our emerging net-zero design guidance will be discussed with the Tenant Board soon. Several additional sites are being worked up for potential new council homes and we are also looking at opportunities to buy homes directly from local developers following the successful acquisition of nine homes in December.

Work continues to encourage additional affordable housing delivery by housing associations and developers.

The team continues to lead on the council's work to achieve Domestic Abuse Housing Alliance (DAHA) accreditation which will strengthen and recognise our approach to supporting people who experience domestic violence.

In the coming year we are working with Luton Rising, to improve one or two council homes to low carbon standards. This will mean people can see what is possible for energy efficiency works such as insulation, solar panels, and heat-pumps. The homes will be open to the public for a few weeks for visiting, before being let to new tenants.

We are also working on the delivery of the actions in the housing strategy which will include plans for delivering specialist accommodation for people with additional needs.

# Allocations

Demand for the council's housing continues to significantly outweigh supply and this imbalance becomes more pronounced year-on-year. However, the allocations team continue to take great pride in the knowledge that every property let will significantly improve the life of the successful housing applicant, and their family.

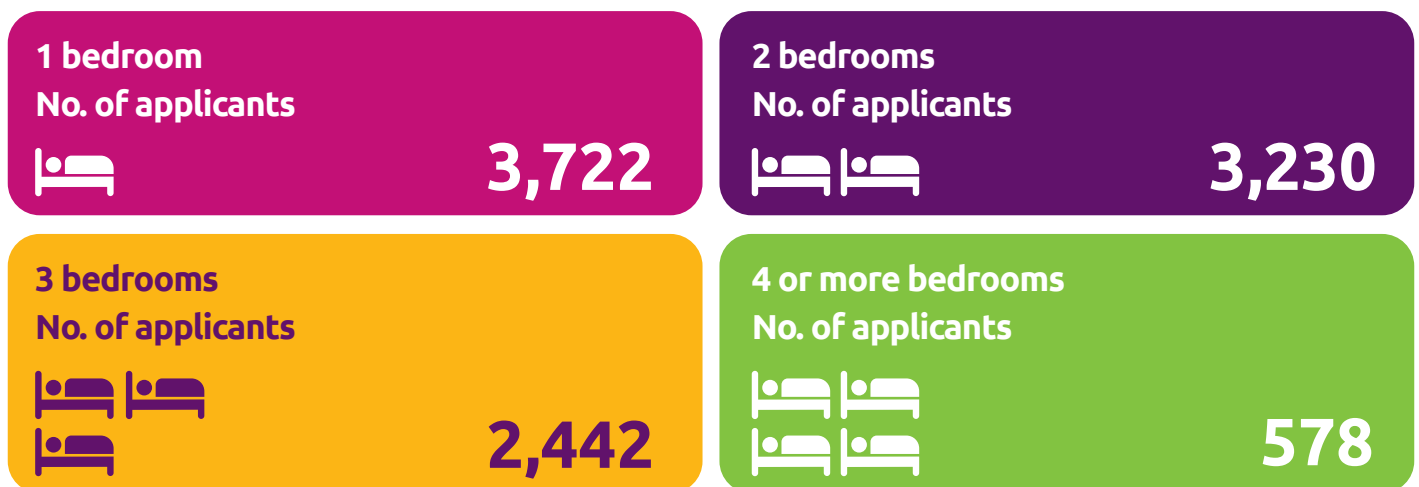
During 2022/23 487 households signed up for new social tenancies – 361 moving into council properties and 126 into properties owned by Housing Associations.



These households contained a total of 830 people who will all benefit from the enhanced security of tenure, affordability and condition that council or housing association homes offer compared to many privately rented homes.

But we are still unable to meet demand. As at the end of March 2023, 1,069 homeless households were living in temporary accommodation provided to them by the council and there were a total of 9,972 households on our housing registers.

Of the household's registered for housing, demand for property sizes is as follows:



The sizes of the 487 properties let last year can be seen in the tables below

### Council homes letting by bedroom size:



### Housing Association homes by bedroom size:



The number of flats becoming available for re-letting each year continues to outnumber houses, as can be seen below (this table exclude sheltered properties, the vast majority of which are flats).

### Council Lettings by Property Type



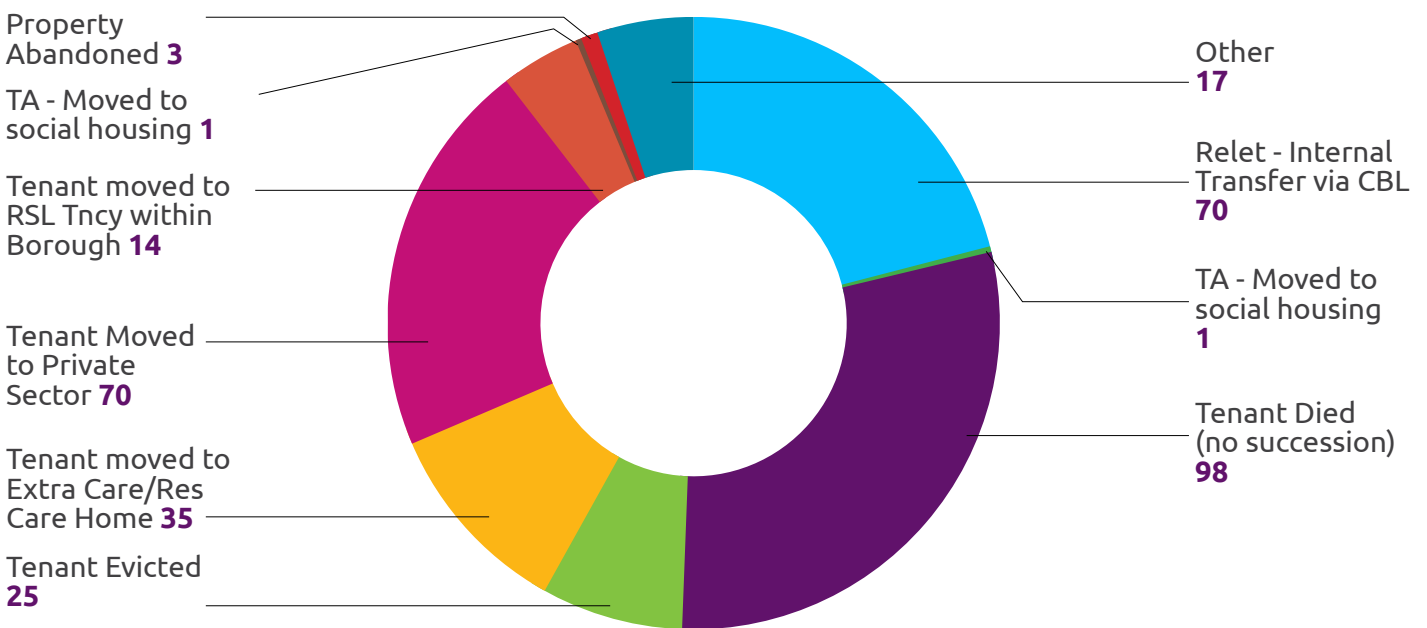


# Reasons for tenancies ending 2022/23

## Empty Properties

The vast majority of properties let to housing applicants become available because the previous tenancy ended. These properties are known as “voids”.

The chart below shows the reasons Council properties became empty, and available for re-letting, during 2022/23.



It is important for the council to let its void properties as quickly as possible in order to reduce the rental income we lose on an empty property, and also because empty properties can attract vandalism and squatting.

The council therefore sets targets for empty properties to be re-let. The targets and actual performance for last year are detailed below.

Property type	Void turnaround target	Actual performance
Sheltered accommodation	21 days	21 days
General housing stock	23 days	20 days

Essential repairs to void properties are undertaken by BTS to ensure that empty homes meet our lettable standard, which is the condition that new tenants can expect to find their home in when they move in.

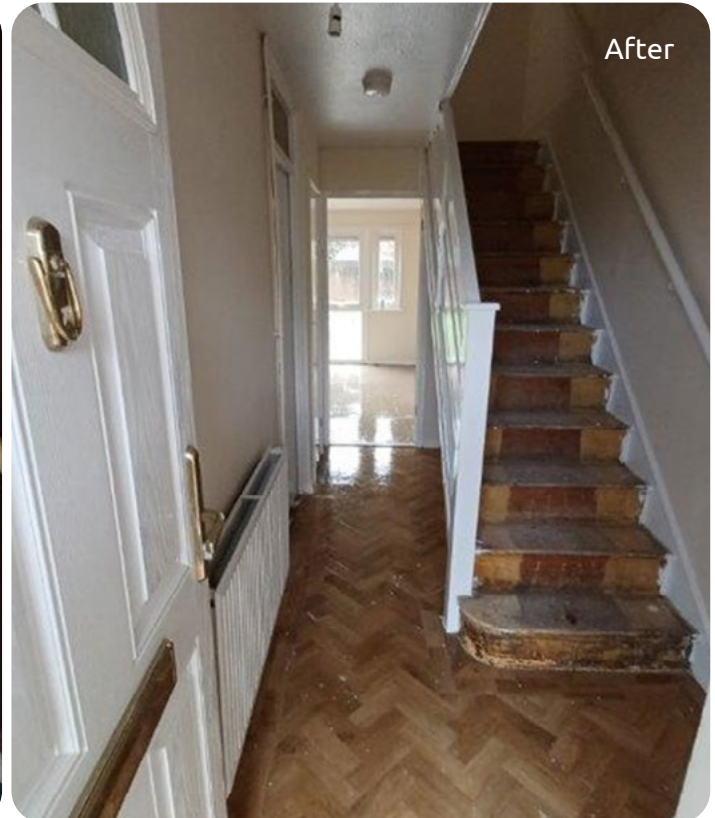
Where a property is handed back to us in poor condition it can take longer to carry out the works that are needed for it to meet the standard.

In 2022/23, 110 properties required works that cost over £5,000 for the standard to be met.

**Some before and after examples can be seen below:**



Before



After

## Did you know?

Of the 477 properties advertised in 2022/23, the average number of bids was 213. Three bedroom council owned homes usually get over 600 bids.



## Did you know?

There were 101,615 bids placed for properties advertised between 1/4/22 & 31/3/23



# Complaints

A complaint is a statement that something is wrong or unsatisfactory. The council's complaints process is in line with the requirements of the Housing Ombudsman Service and is a two stage process. Most complaints are resolved at stage one. In the year we had a total of 388 complaints and which 11 (3%) progressed to stage two. The number of complaints received increased from 279 in the previous year.

## Complaints completed within timescales

Q1 on time 2022/23	Q1 late 2022/23	Q2 on time 2022/23	Q2 late 2022/23	Q3 on time 2022/23	Q3 late 2022/23	Q4 on time 2022/23	Q4 late 2022/23
25	65	16	42	69	36	82	28

Q1 on time 2021/22	Q1 late 2021/22	Q2 on time 2021/22	Q2 late 2021/22	Q3 on time 2021/22	Q3 late 2021/22	Q4 on time 2021/22	Q4 late 2021/22
21	35	25	28	13	20	34	16

During the year we worked hard to improve our performance in responding to complaints on time with 75% (82) of complaints completed on time during quarter 4 2022/23. We are continuing to work on this and, we have introduced a new IT system to help us manage complaints better.

## Complaints by Theme

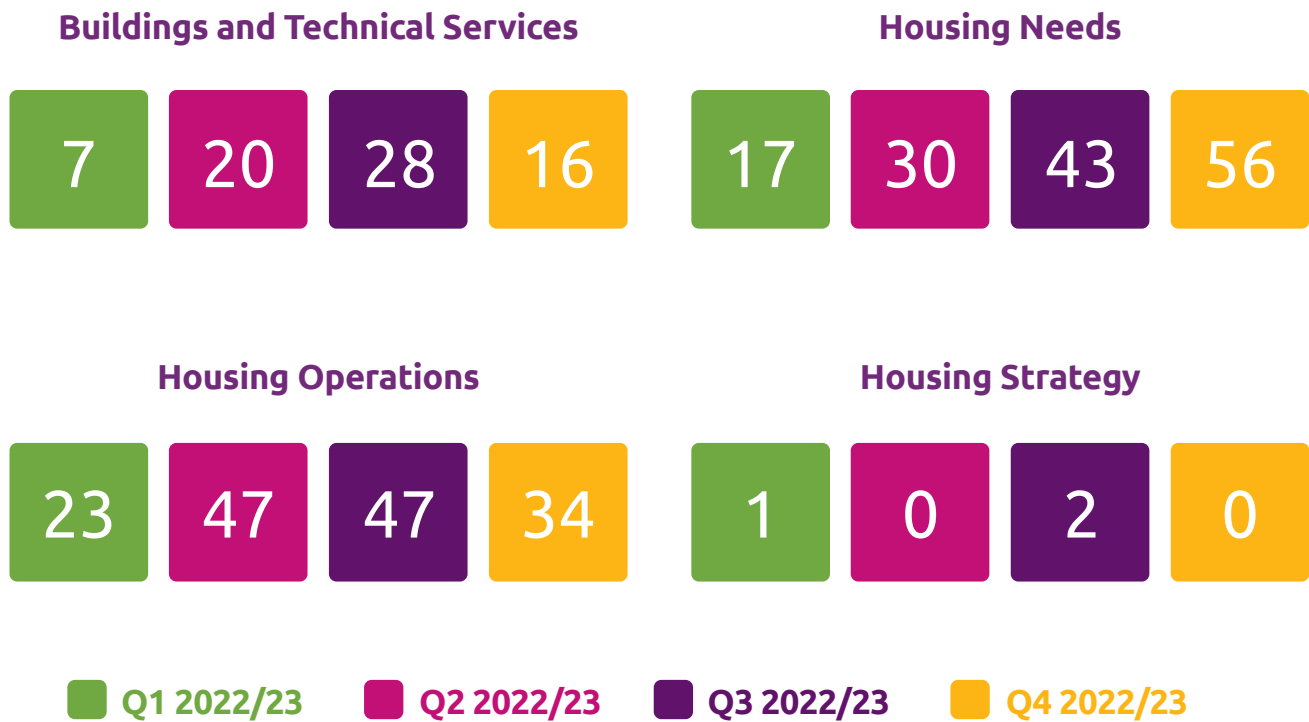
Q1 Failed to provide a service	Q1 Made an error	Q1 Staff behaviour	Q2 Failed to provide a service	Q2 Made an error	Q2 Staff behaviour
41	7	0	74	16	15

Q3 Failed to provide a service	Q3 Made an error	Q3 Staff behaviour	Q4 Failed to provide a service	Q4 Made an error	Q4 Staff behaviour
80	33	12	72	28	10

Failure to provide a service has remained the highest complaint theme over the past two years.



## Complaints by Service: Quarterly Comparison 2022/23 (No.)



## Housing Ombudsman

### Housing Ombudsman Service

#### Who are they and what do they do?

They investigate complaints and resolve disputes involving the tenants and leaseholders of social landlords (housing associations and local authorities), as well as for our voluntary members (private landlords and letting agents).

Investigating these complaints is a free, independent, and impartial service and this work is funded by annual landlord subscription fees.

They work with the Local Government and Social Care Ombudsman (LGSCO) and the Regulator of Social Housing, under a memorandum of understanding, to agree a common approach to collaborative working.

You can contact the Ombudsman via email, phone, and letter or on their website. They do strongly encourage that you please use email or the forms on their website so there are minimal delays. Their email is as follows:

[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Phone number: 0300 111 3000

Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

# Compliments

Here are just a few compliments that we received during the year.

I would like to thank Tom for fixing my boiler this morning for not making me feel stupid with my questions. For his persevering to work out what was wrong. He was very polite and tidy.

I would like to thank Anita, who works in the anti-social behaviour team for all the support and understanding she has given and continues to give to support my friend.

I would like to compliment the two repair men who came for my heating problems. The two nicest people came and really sorted my problem out which is a first for me. Thank you for doing your job, you should employ more workers like these very pleasant men.

I would like to compliment this lady for the help she provided me, this lady went above and beyond to help me. Even though she spoke to me on the telephone her attitude and language was perfect, excellent tone of voice. I can't say thanks enough for her help and the time she has taken to give advice and resolve the situation. Please pass on my kind thank you to Hannah.

I recently had a problem with a particular car parking in front of my garage, and initially spoke to the concierge responsible for our area. He kindly put me in touch with a gentleman, Ivan but I have to say how helpful and caring this man was with my problem. It was sorted within a few days and I have to congratulate Ivan and his team on a job so well done. Many thanks

## Making sense of the money

Luton Council manages around 7,400 tenanted homes. In 2022/23 income was about £43 million. Most of the income comes from rent, but tenants and leaseholders are also charged for services and facilities that the council provides. Below is an overview of how rent and other income was spent during the year, including the percentage of money spent in each area.

Income	Income	%
Contribution towards costs	- 1,078,708.66	2.49
Charges for Services & Facilities	- 6,019,573.21	13.91
Garage Rents	- 848,235.61	1.96
Property Rent	- 35,332,374.38	81.64
	- 43,278,891.86	100
Expenditure	Expenditure	%
Housing Management	3,764,870.28	9.02
Estate Management	884,112.36	2.12
Income Management	342,439.39	0.82
Anti-Social Behaviour	162,777.74	0.39
Tenant Involvement	118,271.19	0.28
Capital Charges	16,797,875.87	40.26
Repairs & Maintenance	17,461,655.94	41.85
Rents & Rates	519,612.45	1.25
Central Charges	1,676,166.10	4.02
	41,727,781.32	100
Transferred to Reserve to fund capital	- 1,551,110.54	





# Survey form



What did you like about this report?

What would you like to see in future reports?

Do you want to know more about how you could help improve housing services?

Any other comments

Your name

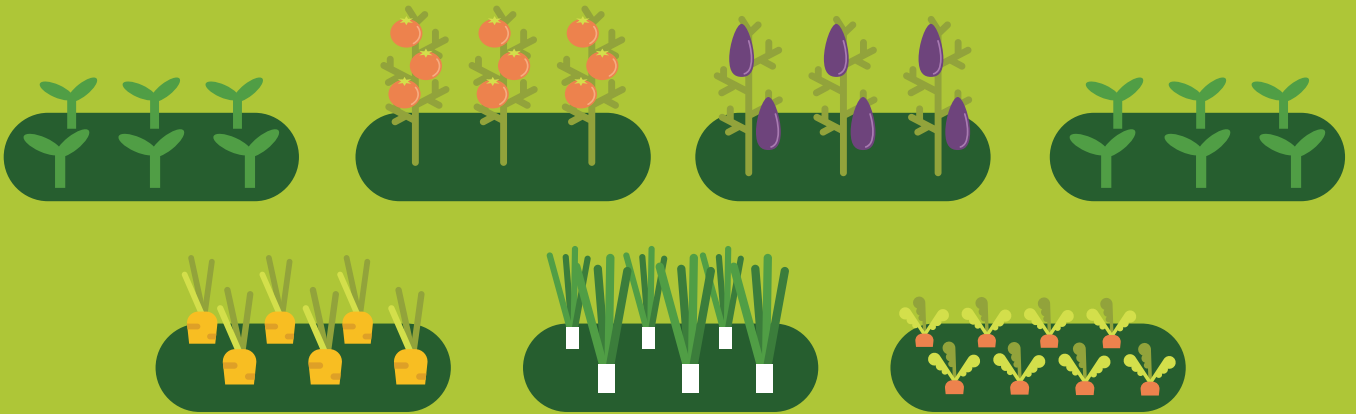
Your address

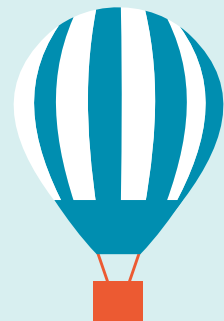
Your telephone number

Your email address

**Note this competition is open to council tenants and leaseholders only.**

The closing date is: 15th December 2023. Please return this page to the tenant participation team either by emailing them on [tenantparticipationteam@luton.gov.uk](mailto:tenantparticipationteam@luton.gov.uk) or by posting it to Housing Service – Tenant Participation, Town Hall, Upper George Street, Luton, LU1 2BQ. Please return your slip to be in with a chance to win a £30 Love2Shop Voucher!





# Thank you for reading



Housing Services  
Town Hall  
Upper George Street  
Luton  
LU1 2BQ

[www.luton.gov.uk](http://www.luton.gov.uk)

**Luton**