



# Annual Report for Tenants and Leaseholders 2023-2024



Melton  
Borough  
Council

## Contents

Welcome to our Annual Report.....	3
Meet the Tenancy Services team.....	3
Introducing our new Income and Tenancy Sustainment Officers.....	4
Community Co-ordinator for the town and villages.....	5
Our commitment to you: High quality homes and landlord services.....	6
Introducing Your Voice, Your Choice.....	8
Contractor brand change.....	8
How are we doing?.....	9
Customer feedback.....	11

## Welcome to our Annual Report

### Kerry Roche



Welcome to our Annual Report for the year 2023/2024. Within this report you will find updates about our services and how we have performed throughout the year.

I am delighted to introduce myself as Melton Borough Council's Tenant Engagement and Regulatory Compliance Lead. In my role, I am committed to ensuring that your voices are heard, your needs are met and that our housing services not only meet but exceed regulatory standards.

I am looking forward to working with all our tenants and leaseholders to understand your experiences and expectations, ensuring that our services reflect your needs. Another fundamental part of my role is to ensure that the council complies with all relevant housing regulations, maintaining the highest standards of safety, fairness and transparency.

I am here to listen, support and act on your feedback. Together, we can create a positive living environment where everyone feels valued and supported.

Thank you for being a part of our community. I look forward to working with you and making a difference in our housing services.

## Meet the Tenancy Services team

Our Tenancy Services Team provides advice, help and guidance to you throughout your tenancy. They can visit you at home, make an appointment to meet you, or provide help and advice over the phone.



Members of the Tenancy Services Team

## Housing Officers

### Sandra Young - Senior Housing Officer

Sandra supports the management of our Tenancy Services and Independent Living Teams.

### **Jake Coggins – Housing Officer**

Jake is the Housing Officer for residents based in Craven, Warwick and Dorian wards. He also supports our tenants living in Barsby, Burrough on the Hill, Gaddesby, Garthorpe, Great Dalby, Knossington, Pickwell, Somerby, Twyford and Wymondham

### **Jodie Neville – Housing Officer**

Jodie is the Housing Officer for residents based in Melton Mowbray's town centre. She also supports our tenants living in Barketstone le Vale, Bottesford, Harby, Hose, Holwell, Long Clawson, Muston, Plungar, Redmile and Stathern.

### **Tracie Waldron – Housing Officer**

Tracie is the Housing Officer for residents based in Fairmead Estate and St Johns Court. She also supports our tenants living in Ab Kettleby, Asfordby, Frisby, Grimston, Kirby Bellars, Nether Broughton and Old Dalby

### **Vanessa Leach – Housing Officer**

Vanessa is the Housing Officer for the Egerton and Sysonby wards. She also supports our tenants living in Croxton Kerrial, Eastwell, Eaton, Knipton, Saltby, Scalford, Sewstern, Sproxton and Waltham on the Wolds.

### **Henry Dunger – Housing Assistant**

Henry supports the whole Tenancy Services Team in their day-to-day working.

## **Introducing our new Income and Tenancy Sustainment Officers**



The Income and Tenancy Sustainment Officers

### **What we do in our day-to-day**

Every Monday we prepare for the week ahead, making sure we have our reports ready so we can focus on supporting the tenants who need it. Our day-to-day job varies from one day to another, but it often consists of:

- Answering emails
- Taking calls from Customer Services
- Verifying Universal Credit claims
- Working through our rent arrears cases to support our tenants with their rent payments
- Preparing for and attending court hearings
- Carrying out home visits

Our team offers a fair and balanced approach to the collection of rental income, and we encourage our customers to contact us, so that we can support them to sustain their tenancies and direct them to help and support where needed.

If you are concerned about your rent, please contact us on 01664 502502 or by email at [contactus@melton.gov.uk](mailto:contactus@melton.gov.uk).

## Community Co-ordinator for the town and villages

### Carole Bailey



Having been working across the council in various teams for a number of years, I started the role of Community Co-ordinator in August, which works alongside my role as the Rural Food Hub Co-ordinator. My aim is to connect communities, create meaningful and positive relationships and help to engage communities.

As a member of the Empowering Communities Team, this role aims to help bring your community together through various initiatives, volunteering opportunities and events.

The Rural Food Hub Network, is delivered in collaboration with the Leicester South Foodbank and is currently operating from 9 rural locations throughout the borough. All of the hubs operate with the help of local volunteers and bring an essential service closer to the homes of many residents. If you want to get involved, or for more information about how to be referred onto the service, please get in touch!

You can find the details of where and when they operate at [www.melton.gov.uk/ruralfood](http://www.melton.gov.uk/ruralfood).

We have recently undertaken our Rural Resident Connection Consultation. We will use the feedback from this consultation to consider how and where we can improve connection, communication and service delivery to support rural communities. We intend to work together to achieve these outcomes with external partners including local businesses, community groups, Parish Councils and many others.

We have also been running Pension Credit awareness events in various locations throughout the borough. We have helped eligible residents to make a claim and, with the help of partners, have been able to provide energy saving tips and other advice.

If you have not been able to get involved but still would like to know more about any of these services then get in touch by calling 01664 502314 or emailing [empoweringcommunities@melton.gov.uk](mailto:empoweringcommunities@melton.gov.uk).



## Our commitment to you: High quality homes and landlord services

Melton Borough Council has recently taken part in one of the first planned inspections in the country as part of a more proactive regulatory regime from the Regulator for Social Housing (RSH). The RSH sets the standards which social landlords (including Local Authority Landlords like us) must deliver to ensure tenants experience high quality homes and services. All social landlords with more than 1000 homes will be inspected over a period of four years and each landlord will be issued a 'C' grade to show how well they are meeting a set of standards known as the Consumer Standards.

There are four Consumer Standards, which are:

1. **Safety and Quality Standard**
2. **Neighbourhood and Community Standard**
3. **Tenancy Standard**
4. **Transparency, Influence and Accountability Standard**

The grading criteria for inspection ranges from C1 (the highest possible score) to C4 (the lowest possible score which is indicative of serious failings). After completing the routine inspection of Melton Borough Council, the regulator issued their judgement in August 2024 and awarded the Council a grade of C2. This means that the regulator found areas of strong performance, good progress and plans for further improvement. They did this through a proactive inspection regime, and the grade received confirms that the council has provided assurance that it meets the consumer standards in many areas. There are areas of one of the four standards where the council is at an earlier stage and needs to further develop to ensure consistently strong outcomes for tenants.

The Council's Regulatory Judgement can be found at: [www.gov.uk/government/publications/melton-borough-council/melton-borough-council-31ug-regulatory-judgement-14-august-2024](http://www.gov.uk/government/publications/melton-borough-council/melton-borough-council-31ug-regulatory-judgement-14-august-2024) and this sets out how the council delivered along with the areas that required further development and improvement.

In its judgement, the regulator recognised that Melton Borough Council:

- Is **meeting its health and safety obligations**, and outcomes across all key areas of compliance are good.
- Has a **focus on tenant experience** and that this is supported by a range of processes, with good interactions observed between staff and tenants.

Areas requiring further development and improvement are set out in the regulatory judgement. This also confirms that the council understands where it needs to make improvements, and that the regulator was assured that the council already had plans in progress to deliver them.

- Developing a more reciprocal approach to tenant engagement, so as to 'turn up the volume' on tenant voice.
- To improve the collection, quality and use of tenant information to strengthen the Council's ability to proactively tailor services to tenants' needs and to more clearly demonstrate outcomes for tenants.

For more information, or to receive a paper copy of the Regulatory Judgement, please contact our Tenant Engagement and Regulatory Compliance Lead, Kerry Roche at [Involvement@melton.gov.uk](mailto:Involvement@melton.gov.uk).

## **Reflections from Cllr Pip Allnatt, Leader of the Council and Portfolio Holder for Housing, Leisure and Landlord Services:**



As Leader of the Council, I am pleased with the outcome of this process, and that our commitment to housing improvement and the hard work from members and officers over a number of years has been recognised through this regulatory judgement. Back in 2019, the Council referred itself to the Housing Regulator due to challenges demonstrating sufficient grip on health and safety compliance, whilst at the same time establishing a comprehensive housing improvement plan. With commitment and momentum maintained ever since, it is particularly pleasing that the areas of most importance and concern back then are now recognised as areas of real strength, and that the inspection confirms we are keeping our tenants safe and consistently improving the quality of their homes. We recognise that there is more work to be done and reassuringly we were already working on the improvement areas identified prior to the inspection commencing. With our strong track record of improvement, we are confident of further progress and remain fully committed to delivering the best possible outcomes for our tenants.

## **Reflections from Michelle Howard, Director for Housing and Communities (Deputy Chief Executive):**



We found the inspection process to be fair, constructive and meaningful with opportunity for dialogue throughout, meaning it felt very much a two way process that allowed for open and honest questions and ability for inspectors to triangulate the evidence they had seen and heard. It provided a genuine opportunity to demonstrate, open and honestly, the ways in which the council meets the regulatory requirements, and also showed the journey the council has been on as a landlord and the areas it is still developing. Being a good landlord really matters to us and the inspection outcome has provided validation for what we have done so far and confidence in our plans for continuous improvement. The inspectors were clear that they did not expect perfection, but where there were development areas or weaknesses they expected to see credible plans for improvement and were focused throughout on our ability to show

outcomes for tenants. Importantly, the inspection outcome didn't tell us anything we did not already know, we had been self-aware, open and honest about our development areas and the plans in place to address them. This shows the importance of having clear, transparent and accountable governance processes, as well as the right culture to support them. Our work and focus on continuous improvement has continued since inspection - we are committed to ensuring positive outcomes for tenants across all of the standards and we continue to aim high, progressing our development areas and working towards confidence that our homes and services consistently meet the highest regulatory standards in the future.



## Introducing Your Voice, Your Choice

We are set to relaunch Your Choice as a way for tenants to make their voices heard.

Your Voice, Your Choice allows tenants and leaseholders to get involved in reviewing our services, helping identify changes and improvements.

**The relaunch meeting will take place at the Melton Borough Council Offices on Tuesday 11 February 2025 from 4pm – 6pm.**

Come and join us and find out how your voice could make a difference to help shape Melton communities. The meetings run roughly every 6 weeks and dates can be found on our website at Tenants' Corner.

For more information, please visit our Tenants' Corner at [www.melton.gov.uk/tenantengagement](http://www.melton.gov.uk/tenantengagement).



## Contractor brand change

Aaron Services, who carry out our heating services and repairs are going to be changing their branding.

They are a part of the Sureserve Group and will be changing over to Sureserve Group Branding. During this time you may see both Aaron Services or Sureserve branding on their uniforms or vehicles.





How are we doing?

2022/2023

2023/2024

Property

**1783**  
Properties  
**10**  
Right to Buy  
properties sold




**0** Evictions  
carried out



**1784**  
Properties  
**7**  
Right to Buy  
properties sold






**1** Evictions  
carried out



Tenancy and Income

**160** Properties let  
**94%** Rent collected  
**27%** Of our tenants pay by Direct Debit  
**11.9%** Of our rented homes are currently in arrears










**161** Properties let  
**97.4%** Rent collected  
**27%** Of our tenants pay by Direct Debit  
**7.3%** Of our rented homes are currently in arrears










Repairs

**90%** Repairs completed in first attendance  
**95%** Repairs completed by following appointment  
**97%** Tenants were satisfied with their repair  
**157 Days** average re-let time  
**100%** Emergency repairs completed on time  
**95%** General repairs completed on time







**90.6%** Repairs completed in first attendance  
**94.8%** Repairs completed by following appointment  
**88.2%** Tenants were satisfied with their repair  
**85.3 Days** average re-let time  
**100%** Emergency repairs completed on time  
**95.4%** General repairs completed on time









Customer Services

**12,008** Customer service calls received  
**18** Compliments received  
**79** Complaints received  
**71** Complaints resolved by stage 1  
**2** Complaints escalated to Ombudsman






**11,503** Customer service calls received  
**13** Compliments received  
**76** Complaints received  
**68** Complaints resolved by stage 1  
**13** Complaints escalated to stage 2  
**9** Complaints escalated to Ombudsman

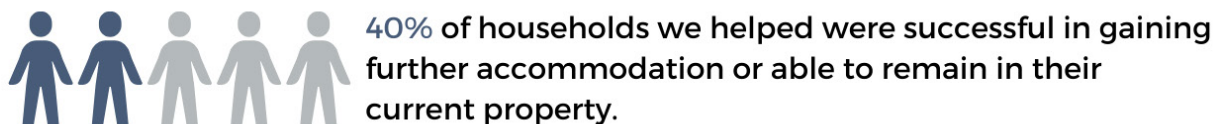
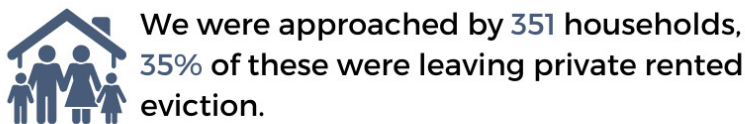
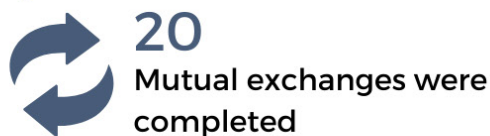
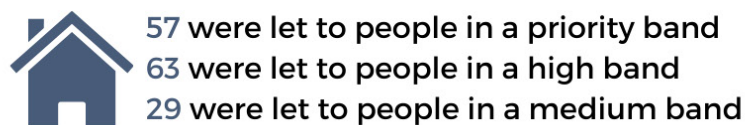
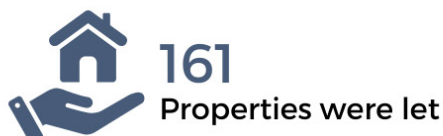
Anti-social Behaviour

**106** Number of open anti-social behaviour cases



## 2023/2024 tenancy and repairs figures

### Tenancy and letting data



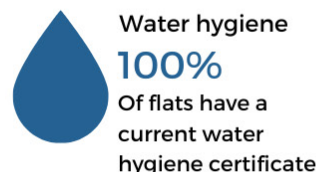
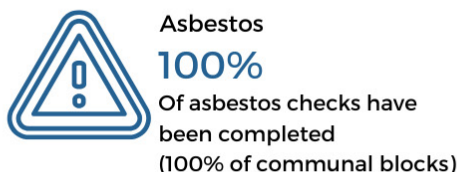
The council accepted a statutory homeless duty to **20%** of these households. This meant the council had a legal duty to provide accommodation for these households.

Looking for information on your tenancy? Visit Tenants Corner on our website at [www.melton.gov.uk/tenantscorner](http://www.melton.gov.uk/tenantscorner).

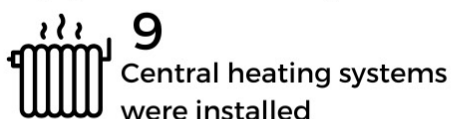
### Keeping properties in good repair



### Safety in our properties



### New installs and replacements



### Tenant aids and adaptations



You can report a repair by visiting our website at [www.melton.gov.uk/reportarepair](http://www.melton.gov.uk/reportarepair) or by calling our customer service team on 01664 502502.

## Customer feedback

We are committed to providing you with the best possible living experience. Your feedback is invaluable to us, as it helps us understand what we are doing well and where we need to improve. We encourage all tenants to take an active role in shaping the community by sharing their thoughts and experiences.

### Complaints

If something isn't right, we want to know about it. Your complaints help us identify areas where we can improve our services. We take every complaint seriously and aim to resolve issues promptly and effectively.

### Compliments

If you've had a positive experience, we'd love to hear about it! Compliments not only boost morale but also highlight the areas where our team excels. Recognising good service helps us maintain high standards across all our communities.

You can share your experience by completing a feedback, complaint or compliment form online at: [www.melton.gov.uk/feedback](http://www.melton.gov.uk/feedback).

Or by contacting us in the following ways:

Calling: 01664 502502

Emailing: [contactus@melton.gov.uk](mailto:contactus@melton.gov.uk)

Writing to us at: Parkside, Station Approach, Burton Street, Melton Mowbray, LEICS, LE13 1GH

## Customer feedback breakdown

A total of 89 complaints and compliments were received across Housing Services during 2023/2024. A breakdown of feedback is provided below.

Feedback type received 2023-2024	Amount received
Complaints	76
Compliments	13
Total	89

Type of complaint	Percentage of complaints responded
Number of stage 1 complaints	96.5%
Number of stage 2 complaints	100%

Across the total number of 76 complaints:

- 13 relate to Tenancy Services
- 57 relate to planned maintenance and repairs of which 41 relate to contractors
- 6 relate to rent and sheltered schemes

Across the total number of 13 compliments:

- 3 relate to Tenancy Services
- 8 relate to planned maintenance and repairs
- 2 relate to rent and sheltered schemes

You can view the Council's Complaints Performance and Service Improvement report at: [www.melton.gov.uk/complaintshandlingcode](http://www.melton.gov.uk/complaintshandlingcode).



Melton  
Borough  
Council