

# Supporting You

You have told us that communicating with us can be frustrating. We have listened and we are updating our systems and introduced the My Home portal.

If you haven't signed up yet for **My Home** now is a great time to do it.



Visit:

[Babergh.gov.uk/myhome](http://Babergh.gov.uk/myhome)  
[Midsuffok.gov.uk/myhome](http://Midsuffok.gov.uk/myhome)



## This year we launched

- a **tenant engagement team**
- we held **14** sounding board sessions
- the Tenant Board successfully completed a **repairs scrutiny project**

Thank you to the **226 tenants** who said they wanted to get involved and help us create a better service.

Our customer service team responded to **68,079** queries about all things housing



**our secure online tenant portal giving you 24/7 access to your tenancy information**

## With My Home, you can:

- manage and update tenancy information
- contact your Housing Officer
- check your rent account
- make payments and set up Direct Debits

[Babergh.gov.uk/myhome](http://Babergh.gov.uk/myhome)  
[Midsuffok.gov.uk/myhome](http://Midsuffok.gov.uk/myhome)



# Babergh and Mid Suffolk Housing Annual Summary

2019/2020



This is the Babergh and Mid Suffolk Housing annual summary for 2019/20 – letting you know how we're performing for you, our tenants, and what we're doing with the feedback you gave us in last year's STAR survey.

Of course, we have all had to adapt to the challenges of COVID-19 since then, but we still feel it's important to share this information with you.

You told us that improving communication, the repairs service and management of neighbourhoods were the key things you wanted us to work on.

We have listened to what you told us and have brought in new systems, ways of working and teams to make those improvements.

More information about the changes we've already made and further steps we're taking are included in this report.

We also know it's important to you that you have the information and support you need in a way that suits you and that reduces our impact on the environment – so this will be the last printed report that we send to all tenants.

In future we will be making better use of technology to put the information you need at your fingertips. We will advise and support you through this change as some tenants have told us they don't currently use online services.

You may have already signed up to My Home, which gives you 24/7 access to your tenancy account. If not, this is the ideal time to register. Simply go to the council website and type 'My Home' in the search box.

If you have an email address but have not told us, please update your details via the My Home portal, the Contact Us form on the website or call 0300 123 4000 (option 3).

## Your Home

You said our repair service is the most important service that we provide. You also told us that we did not always get it right, so we are exploring different ways to deliver the repairs service in the future.

Some tenants told us that they were unhappy with the quality of their home. We are surveying our homes to update our records and identify improvements needed.

**So far 2,855**

Surveys have been completed.

*"Did you know... you can report repairs online!"*



### You told us...

**the maintenance of communal areas and dog fouling are areas of concern in our neighbourhoods.**

- we created a neighbourhoods team to ensure our neighbourhoods are maintained and safe places to live
- we investigated 255 anti-social behaviour cases

# 9,602

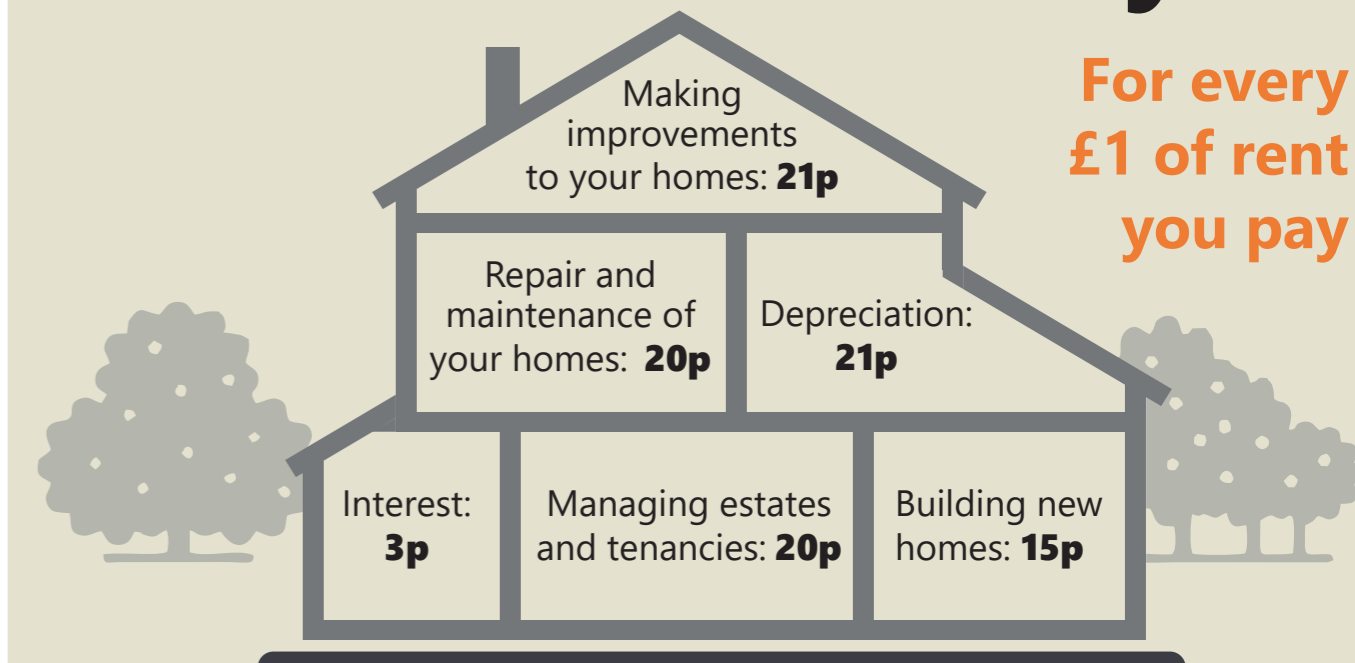
repairs completed

- 5,734** Heating services carried out
- 174** Kitchen and bathroom upgrades
- 263** Window replacements
- 101** Roof replacements
- 379** adaptations to make homes more accessible

## Lettings

- 275** new lettings
- 208** new homes built since 2015
- 64** mutual exchanges
- 16** Days on average to renovate a home ready for reletting

## Value for money



In April 2020 we increased rents for the first time in 4 years. The average weekly increase was **£2.29** per week.

**Each year this extra income could provide:**

**255** kitchen upgrades or;

**143** Heating upgrades or;

**303** bathroom upgrades

## Working with you

Our Income Management Team helped **323 people** manage their rent accounts

We collected **97%** of rent

We have introduced pre-court panels to help prevent people losing their homes due to rent arrears

