

Annual Housing Report

2023–24

Sunderland
City Council





Foreword

Welcome to the latest Annual Report for tenants, updating you on our activity and performance from April 2023 to March 2024. We will also keep you updated on our activity throughout the year so look out for regular updates on some of our key areas of work.

You may notice some changes to our report this year. This is in line with the government's new Consumer Standards as part of the Social Housing Regulation Act. These standards guide us on how to deliver our services to you and what information we need to share. This includes sharing our performance against national Tenant Satisfaction Measures.

We're pleased to report that overall satisfaction with our services was 90%. We remain committed to working with

you, staff, and our partners, to focus on the key services that matter most to you, and to further improve your satisfaction with our services.

This is the first year we have been required to collect Tenant Satisfaction Measures. The data from this will help us further understand our tenants' requirements and we will endeavour to improve service delivery in those areas that require focus.

It's great to read your feedback on how this has made a difference. We're always pleased to hear from you and get your feedback on our services. This report shows how working with you helps to improve the services that we offer. We'll continue to do this over the coming year.



Former school building providing safe and supportive homes

A new scheme made up of specialist homes tailored to residents' needs has been officially opened.

Washington Old School was originally Biddick School, and the building stood empty for 20 years before Sunderland City Council restored and extended the premises to create 15 specialist apartments for vulnerable adults.

One of the first residents to move into their new home was Robert Richardson, 34, from Biddick. Robert, who is diagnosed with autism and schizophrenia, had spent time between hospital and care facilities before being allocated an apartment at the Old School House.

He now enjoys living somewhere where he can be more independent, but still be close to his family in Biddick. He said: "It's really good, I get to see my friends and the staff are great. I like that it's close to my mam and I can have my family nearby."

Robert's mam, Barbara Richardson, 67, was a former pupil of Biddick School. She has welcomed the transformation into supported accommodation as it is the right level of support for Robert, and it allows him to stay in Washington near his family while living somewhere tailored to his needs.

The homes have been specially designed to meet the needs of vulnerable adults, with support on hand to help all residents lead independent lives. Residents can enjoy a community feel of the bungalows while having access to everything they need.

New homes for Hylton Road

The former Havelock Hospital at the edge of Hylton Road has been demolished and replaced by a small residential community. The new development comprises of 19 supported bungalows that were developed by the Housing Development Team as part of Sunderland City Council's £59m Housing Delivery and Investment Plan (HDIP).

Construction was completed by Sunderland based MCC Homes Limited, with the homes designed to support people living with disabilities. The company has already completed similar developments in other areas of the city.

The development, called Sycamore Park, is part of a council plan to deliver more supported properties for vulnerable residents, more bungalows for people living with disabilities and older residents, as well as general use homes available for affordable rent. The bungalows - all one-bedroom homes - compliment the existing housing for people at nearby St Clement's Court and ensure a more comprehensive, connected and efficient support service.

The scheme helps to ensure the council has the range of properties needed to support the more vulnerable residents to live in homes that are suited to their needs, and that enable them to live a happy, fulfilled life, as independently as possible.



2023–24 Facts and figures



41

New tenancies



95%

Repairs complete within set timescales



100%

Annual gas safety checks



100%

Electrical safety checks



£517k

Total money spent on repairs



1

Court Order for unpaid rent



41

Affordability assessments carried out

149

Annual customer care visits



4

Anti social behaviour cases dealt with



2,006

Housing applications processed



£3.8m

Money spent on developing new homes



8

Complaints received

2023–24 Tenant Satisfaction Measures

The information shows the per centage of tenants who agreed with each statement about their home.

100%

All required fire risk assessments have been carried out



95%

Non-emergency responsive repairs completed within your landlord's target timescale



95%

Emergency responsive repairs completed within your landlord's target timescale



90.4%

Satisfied with the overall service from your landlord



62.6%

Satisfied with the overall repairs service for any house repairs carried out in the last 12 months



90.3%

Satisfied with the time taken to complete the most recent repair (if received a repair in the last 12 months)



99.2%

Satisfied that your home is well maintained



98.4%

Satisfied that your home is safe



98.4%

Satisfied that your landlord listens to your views and acts upon them



99.2%

Satisfied that your landlord keeps you informed about things that matter to you



100%

Agree your landlord treats you fairly and with respect



37.5%

Satisfied with your landlord's approach to complaints handling (if a complaint was made in the last 12 months)



100%

Satisfied that your landlord keeps communal areas clean and well maintained (for tenants with communal areas)



86.5%

Satisfied that your landlord makes a positive contribution to the neighbourhood



100%

Satisfied with your landlord's approach to handling anti-social behaviour



Get in touch

If you would like to speak to us, please get in touch:

Email: sunderlandhousing@ Sunderland.gov.uk

Call: 0191 520 5551

Visit: www.sunderland.gov.uk

**Sunderland
City Council**