

A year in the life of

Durham City Homes



Annual Report
2012/2013



Rents



Our Tenants Panel has asked us to look at the following priorities in 2013/14:

- Improve communication to tenants about rent issues.



Highlights...

Paying your rent and other service charges on time is extremely important as without it we wouldn't be able to provide any services.

Did you know that even if you receive Housing Benefit you must pay your water rates and any other charges that aren't covered by your Housing Benefit?

It is important that you let us know if you're having a problem paying your rent before it gets too late. If we know you have a problem our Income and Tenancy Sustainment teams can help you by providing support and practical advice.

We don't want to evict anyone but we are sometimes forced to evict people if they don't pay their rent.

We are now able to take card payments over the phone. This not only helps us to collect your rent, it also makes it easier for you to pay your rent or any arrears and means you don't have to visit one of our offices.

In 2012/13:

- 4.58% of you were in more than 7 weeks rent arrears, this is lower than the year before.
- 35% of you who had been contacted about Welfare Reform thought you may experience debt problems as a result of the changes.
- 33.5% of you paid your rent by Direct Debit.
- Unfortunately, we evicted 18 people who didn't pay their rent.

October 2013

| S | M | T | W | T | F | S |
|----|----|------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------------------------------------------------------|----|
| | | 1 | 2 Estate Walkabout Kelloe, 11.00am, front of Tate Avenue. | 3 | 4 Estate Walkabout West Rainton, 11.00am, Arden House Communal Hall. | 5 |
| 6 | 7 | 8 Estate Walkabout Ludworth, 2.00pm, Ludworth Community Centre. | 9 Lettings SIG Durham Town Hall, 9.30am - 12.30pm. | 10 Estate Walkabout Brandon, 11.00am, Alder Park. | 11 | 12 |
| 13 | 14 | 15 Estate Walkabout Gilesgate, 11.00am, front of Churchill Square. | 16 | 17 | 18 Estate Walkabout Esh Winning, 2.00pm, Woodland Road Communal Hall. | 19 |
| 20 | 21 | 22 | 23 Tenants Panel Thomas House 10.00am, Meadowfield. | 24 Estate Walkabout Sherburn Village, 11.00am, Kidd Avenue. | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |

Repairs



Our Tenants Panel has asked us to look at the following priorities for 2013/14:

- Continue to improve communication with tenants regarding repair works.



Highlights...

We know that your repairs service is very important to you and we know that you want your repairs completed quickly and right first time.

We know it can be frustrating if it takes more than one visit to complete a repairs job in your home. Our tradespeople are trained to complete a range of repairs so that the work can be completed in one visit.

Our "follow on" service means that we will let you know if you need more work doing in your home. We will make appointments with you during our initial visit to make sure that we always come back and finish the work that needs doing.

We know it can be difficult to wait in for someone to turn up when you work full-time or you're busy. We now offer appointments that work for you, including Wednesday and Thursday evenings and Saturday mornings.

We now text you the day before your repair or gas servicing appointment to remind you that we're visiting so you're in when we arrive.

In 2012/13:

- We completed 19,766 repairs appointments.
- We carried out 8,396 emergency appointments.
- 82% of you received repairs to your home.
- 75% of you were happy with the way we handle repairs and maintenance.
- 99.5% of all repairs were completed right first time.
- We took an average of 8.8 days to complete a routine appointment.
- We missed 3.5% of all repairs appointments because you weren't in.

November 2013

| S | M | T | W | T | F | S |
|----|-------------------------------------------------------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------|----|----|----|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 Estate Walkabout Littletown, 2.00pm, Plantation Avenue. | 7 | 8 | 9 |
| 10 | 11 Estate Walkabout Bearpark, 11.00am, Hilltop Road. | 12 | 13 Estate Walkabout Claypath, 2.00pm, The Sands. | 14 | 15 | 16 |
| 17 | 18 | 19 Estate Walkabout Ushaw Moor, 11.00am, entrance to Broom Crescent. | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

Sustaining your Tenancy

Highlights...

Sustaining your tenancy is important and we're working hard to support and assist you every step of the way.

During 2012/13 we introduced our Tenancy Sustainment Service which includes two Tenancy Sustainment Officers and a Welfare Benefits Advisor. They will work with you to not only support you with your tenancy but also give advice on finance and managing debt.

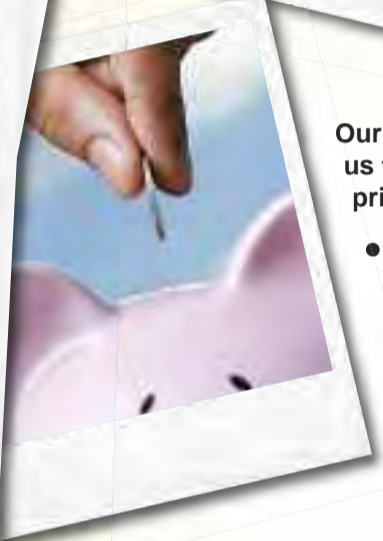
If you join the Durham County Credit Union we will pay £10 directly into your account and if you save £15 in 12 weeks we will add another £10. The Credit Union works across the county and is a great way to save money safely as well as giving you access to low cost loans should you need them.

We offer low cost Home Contents Insurance and we strongly recommend that you take out contents insurance.

We know recent changes to benefits have had a big impact on you and your families. We have worked with you to ensure that you are aware of these changes and the support we can offer you.

In 2012/13:

- 83% of you were satisfied with the advice and support you received from us on claiming housing benefit and other benefits.
- Our Tenancy Sustainment team has worked with over 850 of you and has helped you claim an extra £81,000 in benefits and grants.
- 76% of you who were contacted about Welfare Reform found the information helpful.



Our Tenants Panel has asked us to look at the following priorities in 2013/14:

- Continue to support tenants to manage the impact of Welfare Reform and Universal Credit.

December 2013

| S | M | T | W | T | F | S |
|----|-----------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------|----|
| 1 | 2 | 3 | 4 Estate Walkabout Croxdale, 11.00am, Wayside. Tenants Panel Durham Town Hall, 10.00am | 5 Estate Walkabout Pittington, 2.00pm, Southbrook House Communal Hall. | 6 Estate Walkabout Brasside, 2.00pm, front of Finchale Avenue. | 7 |
| 8 | 9 Estate Walkabout Sherburn Village, 11.00am, bottom of Hall Gardens. | 10 | 11 Estate Walkabout Sherburn Rd - Sunderland Rd, 11.00am, Edge Court. | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

Decent Homes



Our Tenants Panel has asked us to look at the following priorities in 2013/14:

- Continue to involve tenants in contract decisions and contract management.
- Improve communication between tenants and contractors by inviting contractors to Tenants Panel meetings.



Highlights...

We know that modernisation work can be very messy for everyone involved and we try our hardest to keep mess to the minimum and finish the work as quickly as possible.

Last year we finished 98% of all decent homes work in less than 15 days and we are working hard with our partners to make sure we hit 100% next year.

We also know that modernisation work can seem quite overwhelming and we try our hardest to help. We offer you the chance to put your furniture into storage whilst the work is taking place, keep you updated through the whole process, from before the work starts right through to the end and give you one main point of contact if you need any help.

Last year we organised a series of "close down" meetings where many of you came along and told us what you thought about the work that had been done and how we could improve what we are doing.

We know that you want your homes to have good heating systems, roofs, windows and doors as it not only helps the environment but also leads to lower energy bills.

In 2012/13:

- We made 1,299 homes decent.
- 79% of you were happy with the quality of their home.
- 11% of you were happier with your home than in 2011/12.
- None of your homes failed the decent homes standards and we are working hard to make sure this continues.
- For those of you who needed adaptations to make living in your home a bit easier we completed all of our adaptations work within timescales.
- We fitted 657 new central heating systems
- We fitted 494 new windows
- We fitted 444 new doors
- We fitted 346 new kitchens
- We fitted 367 new bathroom suites
- We completed 352 re-wires

January 2014

| S | M | T | W | T | F | S |
|----|----|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------------------------------|----|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 Estate Walkabout Ushaw Moor, 11.00am, top of Skippers Meadow. | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 Tenants Panel Durham Town Hall, 10.00am. | 16 Lettings SIG Durham Town Hall, 9.30am - 12.30pm. | 17 Estate Walkabout Gilesgate Moor, 11.00am, Whitwell Court. | 18 |
| 19 | 20 | 21 Estate Walkabout New Brancepeth, 2.00pm, Pringle Close. | 22 Estate Walkabout Carrville, 2.00pm, Broomside Lane Communal Hall. | 23 Estate Walkabout Crossgate, 2.30pm, Grape Lane. | 24 Estate Walkabout Sherburn Village, 11.00am, School Court. | 25 |
| 26 | 27 | 28 | 29 Estate Walkabout Esh Winning, 11.00am, entrance to Newhouse Avenue. Elvet, 11.00am, front of Oswald Court. | 30 Estate Walkabout Brandon, 11.00am, Linden Park. | 31 | |

Lettings



Our Tenants Panel has asked us to look at the following priorities for 2013/14:

- Continue to improve the maintenance of and appearance of empty properties and their gardens.



Highlights...

First impressions count when you're going to look at a house and in 2012/13 we've been working with you in a number of ways to improve the way our ready to let homes look:

- One of our tenants helped us to improve our empty homes by visiting a selection of homes on a monthly basis to tell us if they think they are clean, tidy and if people would want to let them from us.
- We introduced our Lettings Service Improvement Group (SIG) which gave you the opportunity to come together and help us improve the service we deliver, particularly by giving us honest feedback.
- We now put a welcome bucket in each empty home full of useful items that can help you through the first few days after you move in. You have been involved in deciding what should go in the bucket through our Tenants Panel and Scrutiny Group.

We are members of Durham Key Options (DKO) which is the lettings scheme for social housing in County Durham. DKO lets you make a choice about where you want to live and bid on the homes you want to live in rather than being told where you are going to live. At the moment Durham City Homes has over 2000 people registered with DKO.

We need you to help us. If you do move out it is important that you leave your home in good condition and not leave any rubbish in the house or garden, or we will have to charge you to put it right.

In 2012/13:

- We let 577 homes.
- It took us 26 days to relet an empty home. This is far better than 2011/12 when it took us 34 days.
- 99% of all DKO applications were made active within 28 days.
- We spent £1,805,562 repairing and improving our empty homes last year and making them ready to let.

February 2014

| S | M | T | W | T | F | S |
|----|----|------------------------------------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------|----|
| | | | | | | 1 |
| 2 | 3 | 4 Estate Walkabout Coxhoe, 11.00am, Dr's Surgery, Landsdowne Road. | 5 Home SIG Durham Town Hall, 10.30am. | 6 | 7 Estate Walkabout Bowburn, 2.00pm, Bowburn Police Station. | 8 |
| 9 | 10 | 11 | 12 | 13 Estate Walkabout Shadforth, 11.00am, front of South Avenue. | 14 Estate Walkabout Pity Me, 11.00am, Oxley Terrace. | 15 |
| 16 | 17 | 18 | 19 | 20 Estate Walkabout Quarrigton Hill, 11.00am, Malcolm Avenue. | 21 | 22 |
| 23 | 24 | 25 Estate Walkabout Brandon, 11.00am, Moor Edge. | 26 Tenants Panel Durham Town Hall, 10.00am. | 27 Estate Walkabout Gilesgate, 11.00am, entrance to Musgrave Gardens. | 28 | |

Neighbourhoods

Highlights...

We understand that as well as a decent home to live in you also want to live in a neighbourhood that is clean and safe for you and your family.

Our estate walkabouts really help us to find out what your concerns are and what you think about the area that you live in. Everything you say to us on a walkabout is recorded and we make sure we solve these problems. Our "You said, We did" section of our newsletter lets you know what we're doing, as well as giving you feedback on the estate walkabouts.

We know that the appearance of your neighbourhood is important and last year we:

- Refurbished a number of our garages to make sure they don't become an eyesore or a magnet for anti-social behaviour.
- Demolished a number of garages that were in a bad state of repair and causing a problem to those of you that lived near them.
- Worked hard to ensure that the gardens in our empty properties were maintained and didn't look an eyesore on your street.
- Worked hard to improve and maintain the appearance of your estates.

In 2012/13:

- 95% of you felt safe not only in your home but also where you live.
- 83% of you thought that it was important that we improve the appearance of your estates.
- We responded to 100% of all Anti Social Behaviour (ASB) complaints in timescales.
- 145 cases of Anti Social Behaviour (ASB) were resolved by our Tenancy Enforcement Team.
- 44% of our estate walkabouts had a resident in attendance.

Our Tenants Panel has asked us to look at the following priorities in 2013/14:

- Continue to improve partnership working across the Council to address neighbourhood and community issues.
- Continue to create a nicer environment for people to live in by carrying out environmental improvements.



March 2014

| S | M | T | W | T | F | S |
|-------|-------|---------------------------------------------------------------------------|-------------------------------------------------------------------|---------------------------------------------------------------|----|----|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 Estate Walkabout Meadowfield, 11.00am, top of Burnigill. | 13 Estate Walkabout Cassop, 11.00am, The Victoria Inn. | 14 | 15 |
| 16 | 17 | 18 Estate Walkabout Sherburn Hill, 11.00am, bottom of Local Avenue. | 19 | 20 | 21 | 22 |
| 23/30 | 24/31 | 25 | 26 | 27 Estate Walkabout Coxhoe, 2.00pm, front of the Grove. | 28 | 29 |

Involvement



Our Tenants Panel has asked us to look at the following priorities in 2013/14:

- Proactively encourage tenants and residents to be involved in Estate Walkabouts.
- Continue to develop the Tenant Scrutiny role further.
- Continue to ensure that tenants are given the right support and training to maximise the role in scrutinising the services we deliver.

Highlights...

Involving our tenants in all that we do is very important to Durham City Homes and we have lots of different ways of involving tenants ranging from our annual Tenants Matter Open Day to our Tenants Panel and Tenant Scrutiny Panel.

Our Tenant Scrutiny Panel has continued to look at the services we provide and recommend ways we can improve what we do. Last year they completed 3 exercises including looking at lettings, complaints handling and our customer services.

We know it can be quite difficult to find the time to get involved, particularly if you work, have a family or find it difficult to get out and about. During the last year we've introduced a number of new ways for you to get involved that don't necessarily mean coming along to a meeting:

- Telephone Tree, where we call you on a monthly basis to find out what you think about the issues of the month and also help us to improve our services.
- Our Twitter and Facebook accounts mean that you can find out more about us and about what's going on in your area through your tablet, phone or laptop.
- Last year we ran a number of neighbourhood discussions in local areas and a number of you came along to meet officers and discuss how we can all work together to improve your communities.

In 2012/13:

- 17% of you said you would like to get more involved in decision making.
- 407 tenants were registered on our involvement database.
- 80 of you came to our Christmas consultation event in the town hall.
- 46 changes were made as a result of your suggestions and involvement.

April 2014

| S | M | T | W | T | F | S |
|----|----|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------|----|
| | | 1 | 2 | 3 Estate Walkabout Kelloe, 2.00pm, front of Tate Avenue. | 4 | 5 |
| 6 | 7 | 8 | 9 Tenants Panel Durham Town Hall, 10.00am. | 10 Estate Walkabout West Rainton, 11.00am, Arden House Communal Hall. | 11 Estate Walkabout Park Hill, 11.00am, entrance to Park Avenue. | 12 |
| 13 | 14 | 15 | 16 Lettings SIG Durham Town Hall, 9.30pm - 12.30pm. | 17 Estate Walkabout Witton Gilbert, 11.00am, entrance to Rose Lea. | 18 | 19 |
| 20 | 21 | 22 Estate Walkabout Esh Winning, 2.00pm, front of Redwood. | 23 Estate Walkabout Newton Hall, 11.00am, Carr House Drive. | 24 Estate Walkabout Langley Moor, 11.00am, Black Road. | 25 Estate Walkabout Brandon, 11.00am, Alder Park. | 26 |
| 27 | 28 | 29 Estate Walkabout Gilesgate, 2.30pm, Wakenshaw Road. | 30 Estate Walkabout Brandon, 11.00am, Pine Lea. Ludworth, 2.00pm, Ludworth Community Centre. | | | |

Customer Service



Highlights...

Great customer service is not only the experience you have when you phone or contact us but also the whole experience you receive from us. Last year we received 9 compliments from those of you who were happy with the services we delivered.

We know we don't always get it right but we are working hard to deliver a high standard of service to all our tenants and leaseholders and that includes ensuring that you receive great customer service from us.

We know that many of you have difficulty getting through to us on the phone system and we are looking at how we can improve this. Unfortunately it isn't as simple as it sounds, so please bear with us.

A number of you told us that when you visited Lumley House you didn't feel particularly welcome as there was no one at reception. If you visit Lumley House now you will now find someone sitting on the reception desk at all times waiting to give you a warm welcome.

In 2012/13:

- 84% of you were satisfied with the service we deliver.
- 86% of you agreed that we keep you well informed about changes.
- 85% of you thought we have friendly and approachable staff.

Last year we received 97 complaints:

- 59% of you were unhappy about your repairs.
- 12% of you were unhappy about the way we handled your DKO application or your bids.
- 22% of you were unhappy with how we manage your tenancies and the open spaces in your estates.
- 6% of you were unhappy about the modernisation work that we had done to your home and felt it could be better.
- 1% of you were unhappy about the work of our Aids and Adaptations team.

May 2014

| S | M | T | W | T | F | S |
|----|------------------------------------------------------------------|----|---------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------|----|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 Home SIG Durham Town Hall, 10.30am. | 8 | 9 | 10 |
| 11 | 12 Estate Walkabout Bearpark, 2.00pm, Hilltop Road. | 13 | 14 Estate Walkabout Claypath, 1.30pm, The Sands. | 15 | 16 Estate Walkabout Littletown, 2.00pm, Plantation Avenue. | 17 |
| 18 | 19 | 20 | 21 Tenants Panel Durham Town Hall, 10.00am. | 22 | 23 Estate Walkabout Gilesgate, 11.00am, front of Churchill Square. | 24 |
| 25 | 26 | 27 | 28 Estate Walkabout Esh Winning, 2.00pm, Woodland Road Communal Hall. | 29 | 30 Estate Walkabout Sherburn Village, 11.00am, Kidd Avenue. | 31 |

Tailoring our services to your needs

Highlights...

We think it's important that we make sure our services meet your needs and that we treat you fairly and with respect.

Last year we used the "all about you" information that you have completed to not only understand who lives where but also to get a picture of who is using our different services and make sure that we provide the best service to you.

You told us that you have difficulty reading the central heating instructions we give you after modernisation and were making a call to our repairs service for help. Our staff will now show you how to use your new system and will set it up in a way that works for you.

We offer a translation service and can provide all of our leaflets, magazines and information in a range of other languages. You can also access a variety of translation services for meetings and appointments.

The new Silvertalk service gives you the opportunity to have a volunteer call you once a week for a chat about anything from the football to what's happening in your favourite soap.

We've recently launched our Facebook and Twitter accounts to help you find out the latest Durham City Homes news whilst you're out and about.

We know that in order to meet your needs we need to understand how we can treat you with respect. Last year we provided all staff teams with an Equality and Diversity guide as well as opportunities for our staff to attend equality and diversity training.

In 2012/13:

- 82% of you believed that we treat you fairly.



Our Tenants Panel has asked us to look at the following priorities in 2013/14:

- Continue to increase the diversity of involved tenants.

June 2014

| S | M | T | W | T | F | S |
|----|----|----|-------------------------------------------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------------------|----|
| 1 | 2 | 3 | 4 Estate Walkabout Ushaw Moor, 11.00am, entrance to Broom Crescent. | 5 Estate Walkabout Crossgate, 2.00pm, Grape Lane. | 6 | 7 |
| 8 | 9 | 10 | 11 Estate Walkabout Brandon, 2.00pm, front of The Riggs. | 12 | 13 Estate Walkabout Bearpark, 11.00am, Kingston Avenue. | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 Estate Walkabout Brandon, 11.00am, Linden Park. | 28 |
| 29 | 30 | | | | | |

How we spend your money



Highlights...

We collect rent from all our tenants during the year and use this money to improve homes, services and opportunities for you.

- During 2012/13 we collected £20,840,141 in rents and service charges and spent a total of £20,840,141.
- £4,607,371 was spent on our repairs service to mend and repair faults in tenant's homes. Over the course of the year we made 28,162 repair visits.
- £3,693,905 was spent on our Housing management service, supporting you to get involved, find a home, pay your rent and managing the estates you live in.
- £5,793,734 was a contribution towards Capital and Improvement works to your homes.
- Over the course of the year we ran 10 Tenants Panels, 1 Tenants Conference, 4 Neighbourhood Conferences and 84 estate walkabouts.
- 75% of you believed that your rent represents value for money.

Last year you told us that you wanted us to spend our money making your homes decent and replacing boilers that were having problems and to let you have more say in what we spent:

- In 2012/13 we modernised more homes than before and spent over £8 million pounds doing so.
- We know that some of our older boilers need replacing and have started replacing these with more reliable boilers.
- Our Tenants Panel chose the style of the fires and fireplaces that we now put into your homes.
- Some of our involved tenants helped us to procure a number of services including, Decent Homes refurbishment, Tenant Training and Scrutiny Support.

July 2014

| S | M | T | W | T | F | S |
|-----------|-----------|----------------------------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-----------|
| | | 1 Tenants Panel Durham Town Hall, 10.00am. | 2 Estate Walkabout Brandon, 11.00am, Moor Edge. | 3 Estate Walkabout Pittington, 11.00am, Southbrooke House Comm Hall. | 4 Estate Walkabout Sherburn Road, 11.00am, Sunderland Road/Edge Court. | 5 |
| 6 | 7 | 8 Estate Walkabout Esh Winning, 11.00am, Entrance to Newhouse Avenue. | 9 | 10 Estate Walkabout Brasside, 2.00pm, front of Finchale Avenue. | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 Estate Walkabout Ushaw Moor, 2.00pm, Top of Skippers Meadow. Lettings SIG Venue TBC, 9.30 am - 12.30pm. | 18 Estate Walkabout Sherburn Village, 11.00am, School Court. | 19 |
| 20 | 21 | 22 | 23 | 24 Estate Walkabout Croxdale, 11.00am, Wayside. | 25 | 26 |
| 27 | 28 | 29 Estate Walkabout Gilesgate Moor, 11.00am, Whitwell Court. | 30 | 31 | | |

Governance



Highlights...

Governance means that we have the right procedures and arrangements in place to make sure we are good at managing our services and have a clear decision-making process.

We are part of Durham County Council and our Board plays a key role in supporting the decision-making process of the Council. Our Board reviews our performance throughout the year to make sure we are doing everything we said we would.

Our Board know you want to make sure we continue to improve and provide services that meet your needs. In the last year they have been involved in shaping our Service Improvement Plan and helping us to set out our priorities for future development.

The Board has also spent a lot of time discussing and participating in discussions about the future of Council Housing in County Durham and will continue to make sure that your voices are heard.

During 2012/13 we recruited a number of new members to our Board. Four of our Board members are tenants like you, four are independent members and four are Council representatives.

The Board members are:

| | |
|-------------------------------|-------------------------------|
| Cllr. Maria Plews | Lynn Jordison (independent) |
| Cllr. John Turnbull | Frank Salisbury (independent) |
| Cllr. Paul Taylor | John Grantham (tenant) |
| Cllr. Mark Wilkes | Jack McGurk (tenant) |
| Graham Darby (independent) | Kathryn Paylor- Bent (tenant) |
| Gurpreet Jagpal (independent) | Julie Smith (tenant) |

During the last year we reviewed and revised the terms of references for our Board, Tenants Panel and Scrutiny Panel in order to ensure that all our decision-making processes are clear and transparent and reflect your needs and aspirations.

August 2014

| S | M | T | W | T | F | S |
|-------|----------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------|----|----------------------------------------------------------------------------------------|----|
| | | | | | 1 Estate Walkabout Quarrington Hill, 2.00pm, top of Hawthorn Crescent. | 2 |
| 3 | 4 | 5 | 6 Home SIG Venue TBC, 10.30am. | 7 | 8 Estate Walkabout Coxhoe, 11.00am, front of The Grove. | 9 |
| 10 | 11 | 12 Estate Walkabout Bowburn, 2.00pm, Bowburn Police Station. | 13 Tenants Panel Durham Town Hall, 10.00am. | 14 | 15 Estate Walkabout Carrville, 11.00am, Brookside Lane Communal Hall. | 16 |
| 17 | 18 Estate Walkabout Elvet, 11.00am, Oswald Court. | 19 | 20 | 21 | 22 Estate Walkabout Pity Me, 11.00am, Oxley Terrace. | 23 |
| 24/31 | 25 | 26 | 27 Estate Walkabout Shadforth, 11.00am, front of South Avenue. | 28 | 29 Estate Walkabout New Brancepeth, 11.00am, Pringle Close. | 30 |

Housing Futures



Highlights...

Council Housing in County Durham has been on everyone's lips for a long time and over the last year we have been working hard behind the scenes with the Council.

2014 will be a big year for Durham City Homes and council housing in County Durham. Durham County Council has been working with you and us on the future ownership and management of 19,000 homes across the county.

The Council believes the best option is to transfer ownership of these homes and create a new group of organisations made up of Durham City Homes, East Durham Homes and Dale and Valley Homes. We couldn't agree more as it means we can access more money to keep improving and maintaining your home.

Before the transfer can go ahead two things need to happen:

- Government needs to give the Council the green light to go ahead and start consulting with you, once it has approved our proposal and financial plans.
- Most importantly, you need to let us know what you think, we will only transfer if the majority of tenants who vote in a ballot, vote in favour.

Over the next year you will hear a lot about transfer so make sure you read everything that comes through your door so you know what's happening when the ballot starts.

September 2014

| S | M | T | W | T | F | S |
|----|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------|----|
| | 1 | 2 | 3 | 4 Estate Walkabout Parkhill, 11.00am, entrance to Parkhill Estate. | 5 | 6 |
| 7 | 8 | 9 Estate Walkabout Witton Gilbert, 11.00am, Entrance to Rose Lea | 10 Estate Walkabout Coxhoe, 2.00pm, Dr's Surgery Landsdowne Road. | 11 | 12 Estate Walkabout Newton Hall, 11.00am, Carr House Drive. | 13 |
| 14 | 15 | 16 Estate Walkabout Black Road, 2.00pm, Langley Moor. | 17 Estate Walkabout Brandon, 11.00am, Pine Lea. | 18 | 19 Estate Walkabout Gilesgate, 2.30pm, Wakenshaw Road. | 20 |
| 21 | 22 Estate Walkabout Sherburn Hill, 11.00am, bottom of Local Avenue. | 23 | 24 Tenants Panel Durham Town Hall, 10.00am. | 25 Estate Walkabout Meadowfield, 11.00am, Top of Burnigill. | 26 Estate Walkabout Cassop, 2.00pm, The Victoria Inn. | 27 |
| 28 | 29 | 30 | | | | |

A year in the life of

Durham City Homes

Calendar 2014/2015

October 2014

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |

November 2014

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 30 | | | | | | 1 |
| 3 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |

December 2014

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | | | |

January 2015

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

February 2015

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |

March 2015

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

April 2015

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | | |

May 2015

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 31 | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

June 2015

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | | | | |

July 2015

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |

August 2015

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| 30 | 31 | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |

September 2015

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | | | |



facebook.com/DurhamCityHomes



twitter.com/DurhamCityHomes

www.durham.gov.uk

Information produced by

Durham City Homes, Lumley House, Whitfield Court,
St John's Road, Meadowfield Industrial Estate,
Durham, DH7 8XL.

Please ask us if you would like this document summarised in another language or format.

| | | |
|-------------------|--------------------|-------------------|
| العربية (Arabic) | 中文 (普通话) (Chinese) | اردو (Urdu) |
| polSKI (Polish) | ਪੰਜਾਬੀ (Punjabi) | Español (Spanish) |
| বাংলা (Bengali) | हिन्दी (Hindi) | Deutsch (German) |
| Français (French) | Türkçe (Turkish) | Melayu (Malay) |

Durham City Homes: 0191 301 8470

durhamcityhomesadmin@durham.gov.uk



Braille



Audio



Large Print

