You told us how you would like to live in later life

In summer 2019 we carried out a survey to explore how residents would like to live in later life. We spoke to more than 500 people and asked local community groups. One of the key things you told us was that people don’t know what all of the housing options for older people are. Many people didn’t know where to go for information and advice to help them make choices about where they want to live, or to help their family make the right choices. We are now working with Age UK York and other accommodation providers in York to make a new easy-access directory of housing for older people.

The survey also showed what is important when planning where to live in later life. For many people having a home that was accessible and manageable with some outdoor space was extremely important. Many of the people we spoke to said they would like to live in a community with people of mixed ages.

We have listened to this and are building more age friendly properties on all of our housing sites. We will also work to make sure that other developers build 10% of their properties to be suitable for older people.

In 2019/2020 we:

• Continued the work at Marjorie Waite Court and Lincoln Court, extending and improving our accommodation for older people
• Consulted with older people across the City to identify their future housing needs
• Piloted 9 devices to boilers that email us directly if there is a fault so we can respond quickly. They also record usage and performance of the boiler which helps us monitor performance.
• New contracts for Tenants Choice and Standing Water are working well and work is progressing. We are monitoring satisfaction levels, with high satisfaction levels on tenants choice and we are planning to gather levels for the standing water programme
• Agreed to recruit 15 apprentices in 5 years; with the first ones joining us in 2020.

In 2020/2021 we will:

• Make plans to create a welcoming programme of activities and menu at the Community Hall and Café at Marjorie Waite Court
• Investigate different ways of gathering feedback from tenants and leaseholders which suit them and increase the feedback we receive
• Roll out the Tenancy and Wellbeing visits to help support tenants
• Continue to develop a new IT system which will bring together Housing and Building Services as one team using one system, this will make information more accessible and improve your service.

How your rent was spent:

£77.51 Average weekly rent

£1.64 Improving estates
£10.14 Servicing debt (interest payments)
£11.49 Building new homes
£15.08 Managing your homes
£15.65 Day to Day repairs
£15.65 Servicing debt (interest payments)
£10.14 Major improvements to council homes
£0.55 Tenant rent arrears
£1.64 Improving estates

If you would like this document in an alternative format, please email: ycc@york.gov.uk
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of tenants are satisfied with the overall service provided by Housing - same as last year

Tenant Scrutiny Panel
As tenants and leaseholders, we meet with Housing Officers regularly working with them to make sure your views are taken into account. We also produce this report in partnership with Housing Officers, we hope you find it interesting and that it contains information you find of use.

If you have a few hours to spare and would like to join us (or one of the other groups) please contact Julie Hood:
Email: julie.hood@york.gov.uk
Phone: 01904 552097

Tenant and Leaseholder Annual Report 2019 - 2020

83% of tenants are satisfied with the overall service provided by Housing - same as last year

 Tenant Scrutiny Panel

We’re on the UP

Tenant Scrutiny Panel

79% of tenants are satisfied with repairs and maintenance - same as last year

79% of tenants are satisfied with their neighbourhood as a place to live - down 3% on last year

Marjorie Waite Court
At Marjorie Waite Court in Clifton we are building 29 new apartments and 4 new bungalows. These new homes are due to be ready in summer 2021.

The development will have care staff on site throughout the day which will mean that tenants who need help from carers will be able to live in their own apartment and get help when they need it. We are improving the shared facilities throughout the building and creating new landscaped gardens. We are also replacing the Burton Stone Lane Community Centre with a new purpose built hall which will offer a place for residents and the local community to do activities and meet up.

We are delighted that Marjorie Waite Court will include a café and meals service, which will be open to residents and the wider community.

77% of tenants are satisfied with their home - down 4% on last year

Lincoln Court
We have carried out extensive refurbishment at Lincoln Court which is an Independent Living Community in Westfield. By adding a new extension we created 15 apartments designed for wheelchair users.

The building work finished in October 2020 and has created 35 one bedroomed apartments. Residents and their visitors will be able to enjoy a sunny multi-use lounge area and cozy snugs on every floor. In the surrounding gardens they now have the use of attractive outdoor seating areas.

79% of tenants are satisfied with their neighbourhood as a place to live - down 3% on last year

More plans for the future
As well as these projects we are also working with other developers to make sure that York has the right type of homes for our older people.

We have worked with partners to provide care homes in Fulford, Burnholme and Haxby and have plans for further accommodation in Acomb. We are also working with some developers who want to build Independent living and extra care apartments for older people right across the city.

It’s great to see the work the council is doing to provide a choice of homes for people as they grow older. Many thanks to those of you who responded to our survey. Purpose built accommodation, such as the lovely new apartments at Lincoln Court are adding to the options to keep on living independently.

Our Housing Delivery Programme is also providing more homes for younger people and families, with plans underway to further improve our services to tenants and residents.”

Cllr Denise Craghill, Executive Member for Housing and Safer Neighbourhoods

70% of tenants are satisfied that we listen to their views and act on them - same as last year