

Housing

Portfolio Delivery Plan

The Housing Portfolio enables the Council to contribute to Place through the provision and improvement of housing within the District.

The portfolio responsibilities for Housing include:

- The Housing Revenue Account (HRA) and HRA Capital Programme.
- The management and maintenance of the Council's Housing Stock
- Administration of the housing register, the allocation of Council dwellings and the provision of housing advice and homelessness services.
- Private sector housing services including disabled facilities grants, and home security grants.
- The provision of additional social and affordable housing.
- The Housing Strategy and other housing policies and plans.

The Council provides these services through the Housing Services sections of the Housing Waste Management Department and the Private Sector Housing section of the and Environmental Health Departments.

Housing and Waste Management

Housing Services

- Housing Strategy.
 - Social and affordable housing partnership work.
 - Rent collection and arrears recovery.
 - Housing applications and the housing register.
 - Allocation and letting of vacant Council dwellings and garages.
 - Estate management including action in respect of anti-social behaviour on the Council's housing estates.
 - Planned maintenance including external property works, kitchen and bathroom replacement, central heating and boiler renewal and electrical upgrading works.
 - Cyclical maintenance including gas and solid fuel appliance servicing and lift and entry phone maintenance.
 - Responsive repairs and voids maintenance.
 - Vulnerable tenants' grass cutting and internal decoration service.
 - Disabled adaptations to HRA properties.
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- Homelessness and housing advice services.

- Tenant participation including the Hometalk Magazine.
- Right to Buy applications and leaseholder services.

Environmental Health

Private Sector Housing

- Intervention in the Private Sector Housing stock to improve and maintain standards and encourage owners and landlords of property to meet the Decent Homes standard.
- Ensure that Houses in Multiple Occupation are improved and maintained to meet current legislative standards and licensed in appropriate cases.
- Provision of Disabled Facilities Grants (DFG's).
- Liaison with and advice to individual and landlord groups.
- Advice and enforcement of standards in relation to private sector housing and private residential drainage.
- Facilitating, through partners, energy efficiency schemes in Private Sector Housing.
- Development of strategies and associated policies to improve Private Sector Housing conditions.
- Area based initiatives to improve private sector property.
- Assessment of empty properties and bringing dwellings back into use.
- Licensing and maintenance of standards on licensed mobile home sites.
- Safe as Houses and Home security grants to residents who have been victims of domestic violence.

Service Aims:

- Increase the supply of affordable housing.
- Maintain and improve the facilities and energy efficiency of the Council's housing stock.
- Manage the Council's housing stock.
- Support vulnerable households to live independently in their own homes.
- Provide housing advice and homelessness services.
- Improve the quality and availability of private sector housing.

How will we achieve our service aims and the priority outcome?

Service Area: Housing Services

Service Aim: Increase the supply of affordable housing

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Progress the redevelopment of the Reema flats on the Moss Road Estate, Chadsmoor: - Formulate detailed scheme - Start on site	✓	✓	✓		Head of Housing and Waste Management	N/A
Review the Council's allocations policy		✓	✓		Head of Housing and Waste Management	N/A
Formulate proposals to deliver a range of affordable housing options for single people		✓			Head of Housing and Waste Management	N/A

* Note: Provisional targets pending the acceptance of a tender for the proposed redevelopment.

Performance Measures				
Indicator Reference Code	Definition	Baseline 2013-14 (as at 3/10/13)	Targets 2014-15	Frequency of Reporting
Place Housing 1	Support the delivery of 120 additional affordable housing units by March 2015	31	120	Quarterly

Service Area: Housing Services

Service Aim: Maintain and improve the facilities and energy efficiency of the Council's housing stock

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Implement the 2014-15 HRA Capital Programme by providing:-					Head of Housing and Waste Management	
• Kitchen Improvements – 90 dwellings	✓	✓	✓	✓		N/A
• Bathroom Improvements – 310 dwellings	✓	✓	✓	✓		N/A
• Central Heating Improvements - 255 dwellings	✓	✓	✓	✓		N/A
• Electrical Upgrades – 510 dwellings	✓	✓	✓	✓		N/A
• External and Environmental improvement Works (including solid wall insulation where required) - 830 dwellings.	✓	✓	✓	✓		
• Double glazing and window refurbishment - 740 dwellings.	✓	✓	✓	✓		

Performance Measures				
Indicator Reference Code	Definition	Baseline 2013-14 (as at 3/10/13)	Targets 2014-15	Frequency of Reporting
Place Housing 2	% of emergency repairs completed on time	99%	98%	Quarterly
Place Housing 3	Average time taken to complete non-urgent repairs	12.4 days	15 days	Quarterly
Place Housing 4	% of repairs appointments made and kept	98%	98%	Quarterly
Place Housing 5	% of properties with a valid Landlord Gas Safety Certificate	99.7%	99%	Quarterly
Place Housing 6	% of properties without a valid Landlord Gas Safety Record which are in the No Access Procedure	100%	100%	Quarterly

Service Area: Housing Services

Service aim: Manage the Council's housing stock

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Review and update the HRA Business Plan to take account of any changes to key assumptions			✓		Head of Housing and Waste Management and Head of Finance	N/A
Review the effectiveness of the Council's policy changes to mitigate the impact of the Social Sector Size Criteria		✓			Head of Housing and Waste Management	N/A
Complete the implementation of the replacement Housing Management IT system	✓	✓	✓	✓	Head of Housing and Waste Management and Head of Technology	N/A

Performance Measures				
Indicator Reference Code	Definition	Baseline 2013-14 (as at 3/10/13)	Targets 2014-15	Frequency of Reporting
Place Housing 7	Average re-let time for void dwellings	27 days	26 days	Quarterly
Place Housing 8	% of dwellings that are vacant	1.1%	1.5%	Quarterly
Place Housing 9	Current tenants' arrears	£265,658	£290,000	Quarterly
Place Housing 10	Rent arrears as % of rent debit	2.2%	1.6%	Annually
Place Housing 11	% of estate walks undertaken classified as "Green"	34%	34%	Annually
Place Housing 12	% of secure tenants receiving a tenancy audit	2.6%	2.5%	Annually

* Note – Arrears target reflects the effects of the Housing Benefit Social Sector Size Criteria and Universal Credit.

Service Area: Housing Services

Service aim: Provide housing advice and homelessness services

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Implement the 2014-15 Homelessness Prevention Programme	✓	✓	✓	✓	Head of Housing and Waste Management	Place Housing 15

Performance Measures				
Indicator Reference Code	Definition	Baseline 2013-14 (as at 3/10/13)	Targets 2014-15	Frequency of Reporting
Place Housing 13	Number of households re-housed to private rented accommodation	33	60	Annually
Place Housing 14	% of homeless decisions determined within 33 days	68%	75%	Quarterly
Place Housing 15	Number of households where homelessness was prevented	188	300	Annually

Service Area: Housing Services/ Private Sector Housing

Service aim: Support vulnerable households to live independently in their own homes

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Undertake disabled adaptations to 100 Council dwellings	✓	✓	✓	✓	Head of Housing and Waste Management	N/A
Provide a Vulnerable Tenants Grass cutting and Internal Decoration Scheme	✓	✓	✓	✓	Head of Housing and Waste Management	N/A
Spend or commit DFG budget allocation each year.				✓	Head of Environmental Health	N/A
Determine DFG applications within 28 days of application	✓	✓	✓	✓	Head of Environmental Health	N/A

Service Area: Private Sector Housing

Service aim: Improve the quality and availability of Private Sector Housing

How	When				Who	Indicator
	Q1	Q2	Q3	Q4		
Put in place and deliver actions to maximize the number of empty dwellings brought back into use				✓	Private Sector Housing Manager	Place Housing 17

Performance Measures

Indicator Reference Code	Definition	Baseline 2013-14	Targets 2014-15	Frequency of Reporting
Place Housing 16	Initial response to 95% service requests within required timescale.	TBC after 31/3/2013	95%	Quarterly
Place Housing 17	Number of empty dwellings brought back into use.	TBC after 31/3/2013	6	Annually