



Affordable Housing Update

(Item 8)

July 2023



1. Site Completions
2. Site Updates
3. Void Process – Internal Review
4. Right to Buy – Changes in using 1-4-1 receipts
5. Customer Engagement

Site Completions – Capella

Capella Close

- 11No. Shared ownership homes
- Formal handover end of March 2023
- Delay on some sale completions
(Deed of Covenant with Homes England required)
- Approx. £1.4M total initial capital receipt from sales
- Average share purchased 40%



Aerial shot of Capella Close

Site Completions – Queens Rd

Queens Road

- 2No. Social Rent homes
- Formal handover on 13th April 2023
- Fully occupied
- £172,000 grant toward project
- Homes matched to households with disabled family member

Front of dwellings



Air Source heat pump



Downstairs accessible shower room

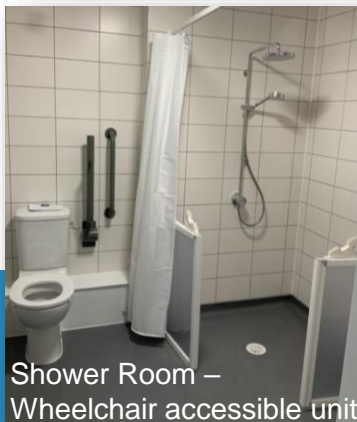
Site Completions - SRCH

Sir Randal Cremer House

- 16No. Sheltered apartments
- Formal handover on 2nd June 2023
- 9 residents were decanted from Assheton Court



Typical kitchen



Shower Room –
Wheelchair accessible unit



Temporary Communal Lounge

Site Completions – Gordon Rd

92 Gordon Road

- 9-bed emergency accommodation
- Formal use began in May 2023
- 8 bedrooms in current use
- Management during office hours
- Potential saving of £245,000 per annum compared to B&B use



Twin bedroom (Bedroom 6)



Main Kitchen



Communal Dining Space



Bedroom 2



Communal Lounge



Private meeting room

Site Updates – What's next?

Ophelia Court

9No. shared ownership

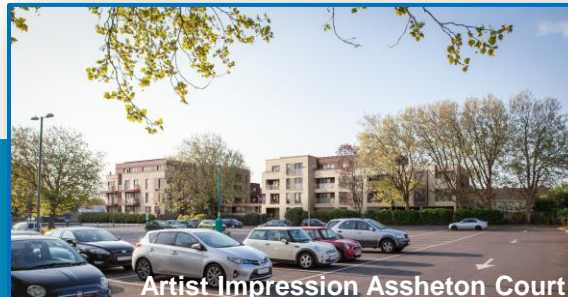
- FE Chase & Sons build contractor
- Start on site by early autumn
- Homes England grant of £447,000 approved.



Assheton Court

60No. Sheltered flats

- Planning permission issued in January '23
- All residents now decanted
- Useful fixtures/fittings stripped
- Demolition due summer 2023
- Tender process to start late summer.



Adjacent to 51 Bellfield

1No. Social Rent home

- Planning permission issued in March '23
- Tender process summer 2023
- Funded using 1-4-1 receipts (*therefore no grant*).



Voids – Internal Review

What is a 'void'?

Based on a sample of 86 cases...

- Average 'void' time of 110 days
- In 2018, typically 120 'voids' per annum
- In 2022, more like 150 'voids' per annum

***Void times
need to be
reduced!***

Some other figures...

- Shortest was 19 days
- Longest was 321 days

Why so long....?

Complex works
for disabled
adaptations

Utility payment
cards missing

Work doesn't
start until new
tenant has
viewing

Opportunity for
more significant
improvements

Property
Clearance

The implications for longer void times...

- Customers waiting longer for a home
- Loss of potential rental income
- Council tax payable during void time

Voids – Next Steps

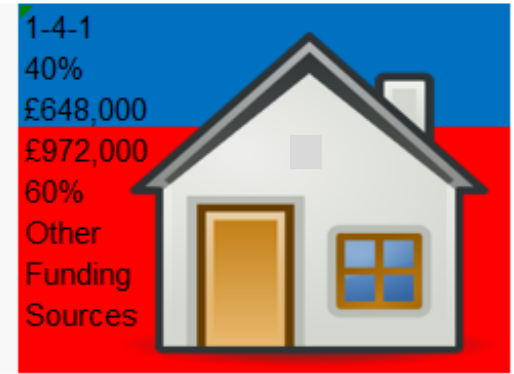
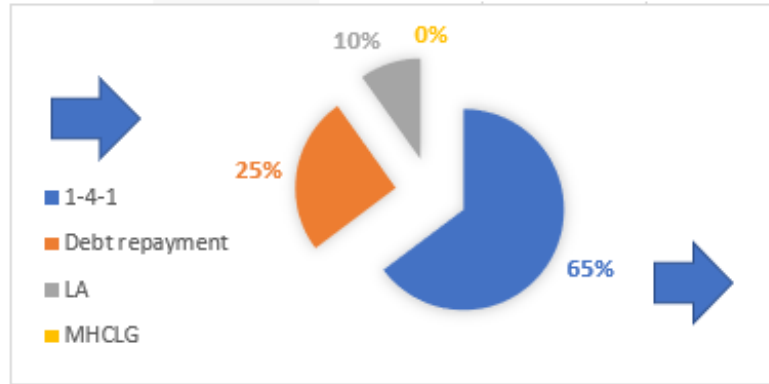
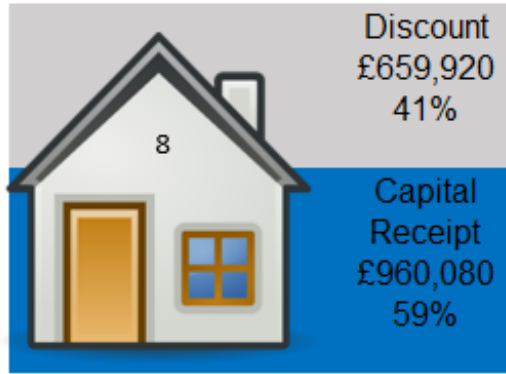
Internal Process Review

- Clearer expectation for customers when leaving properties
- Bring in pre-void checks....
 - Does the customer need additional support?
 - understand the property attributes
 - is the property suitable for adaptation
 - the scale of works
 - gas/electric providers
 - Start the allocation process
- Reduce the delays



- New void contract arrangement (2024)
- Consider more stringent expectation on void turnaround times
- Other changes to improve process

Right to Buy



- National change announced earlier this year....
 - DLUHC no longer require monies back (temporary arrangement)
 - So a bit more money in the 1-4-1 pot

But...

Fewer RtB than previous years

Challenge to find the £6 for every £4 of 1-4-1 monies used

Customer Engagement

- Tenant Satisfaction Measures (2023/24 first reporting year)
- Customer Survey currently underway
 - Standard/national questions
 - Small number of additional questions
- To build our understanding of performance/satisfaction (inc. benchmarking to other providers)
- Inform a new approach to Customer Engagement



Any Questions

