

INTRODUCTION TO THE HOUSING SERVICE

- Andrew Smith and Hugh Wagstaff

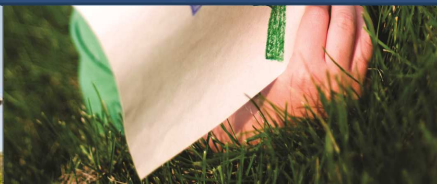


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Waverley
BOROUGH COUNCIL



Housing impacts on every area of people's lives



One Service, Two Teams, Shared Aims

Strategic Housing and
Delivery
Andrew Smith



Housing Operations
Hugh Wagstaff



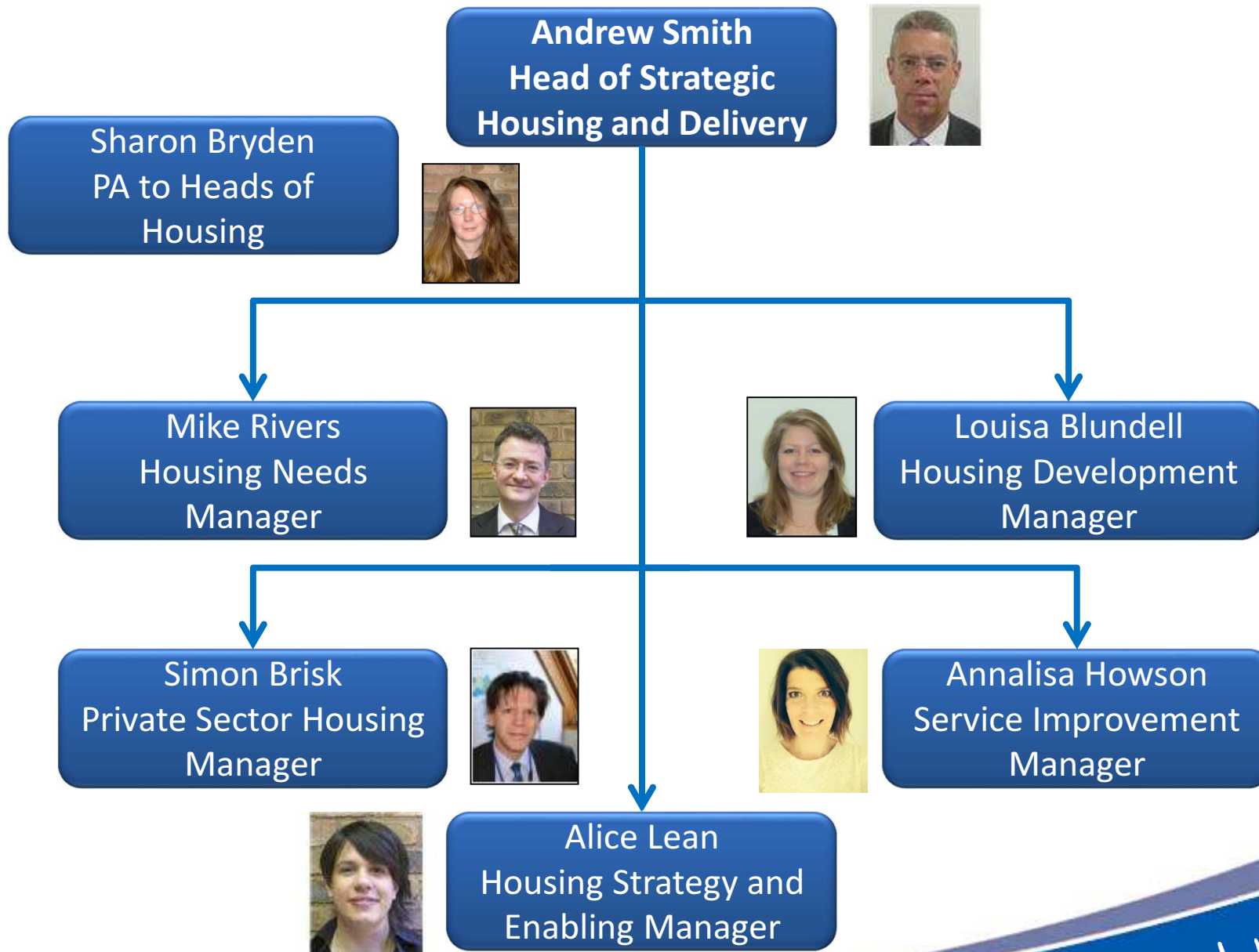
Housing Customer Service Standards

We will:

- § Be helpful, respectful, efficient and prompt
- § Keep customers informed
- § Listen to feedback and use it to shape and improve our housing service
- § Tell our customers what we can do and when we will do it
- § Ensure they receive the best quality housing service from us and our contractors
- § Deliver value for money

Strategic Housing and Delivery

- § Identify and respond to housing need
- § Give housing options and homelessness advice
- § Improve housing conditions in Private Rented Sector
- § Develop new council homes
- § Work with Housing Associations to manage homes and create new ones
- § Work with communities and customers to improve housing services



What is **Affordable housing**?

Affordable housing is defined as housing
“provided to eligible households whose needs are not met by the market”

Social rent	Homes owned by local authorities or housing associations and let at rents of 50-60% of the local market rent (determined through a national rent regime)
Affordable rent	Homes let to eligible households at up to 80% of the local market rent. The higher rent level is a requirement of development grant funding
Intermediate housing	Homes for sale and rent at below market levels, including shared ownership (part rent, part buy). Eligibility is determined by local incomes and local house prices.

Key issues and challenges facing affordable housing

- Lack of housing supply – both market and affordable
- Impact of local and national planning constraints
- Responding to changing demographics and household composition
- Changes to be introduced in the next Housing Bill
- Affordability and the impact of welfare reform
- Likely increase in homelessness
- Opportunities for partnership working

House Prices and Incomes

National Housing Federation

	Average house prices 2013 (£)	Average household earnings 2013 (£)	Ratio of house prices to income	Income for 80% mortgage (£)	Average private sector rents (£ p/m)
England	251,879	26,520	9.5	57,572	720
South East	292,301	28,969	10.1	66,812	864
Surrey	417,761	35,563	11.7	95,488	1,190
Waverley	438,032	35,407	12.4	100,122	1,052



Identify and respond to housing need



Prevent homelessness and give housing options advice



Develop new Council homes



Improve housing conditions in Private Rented Sector

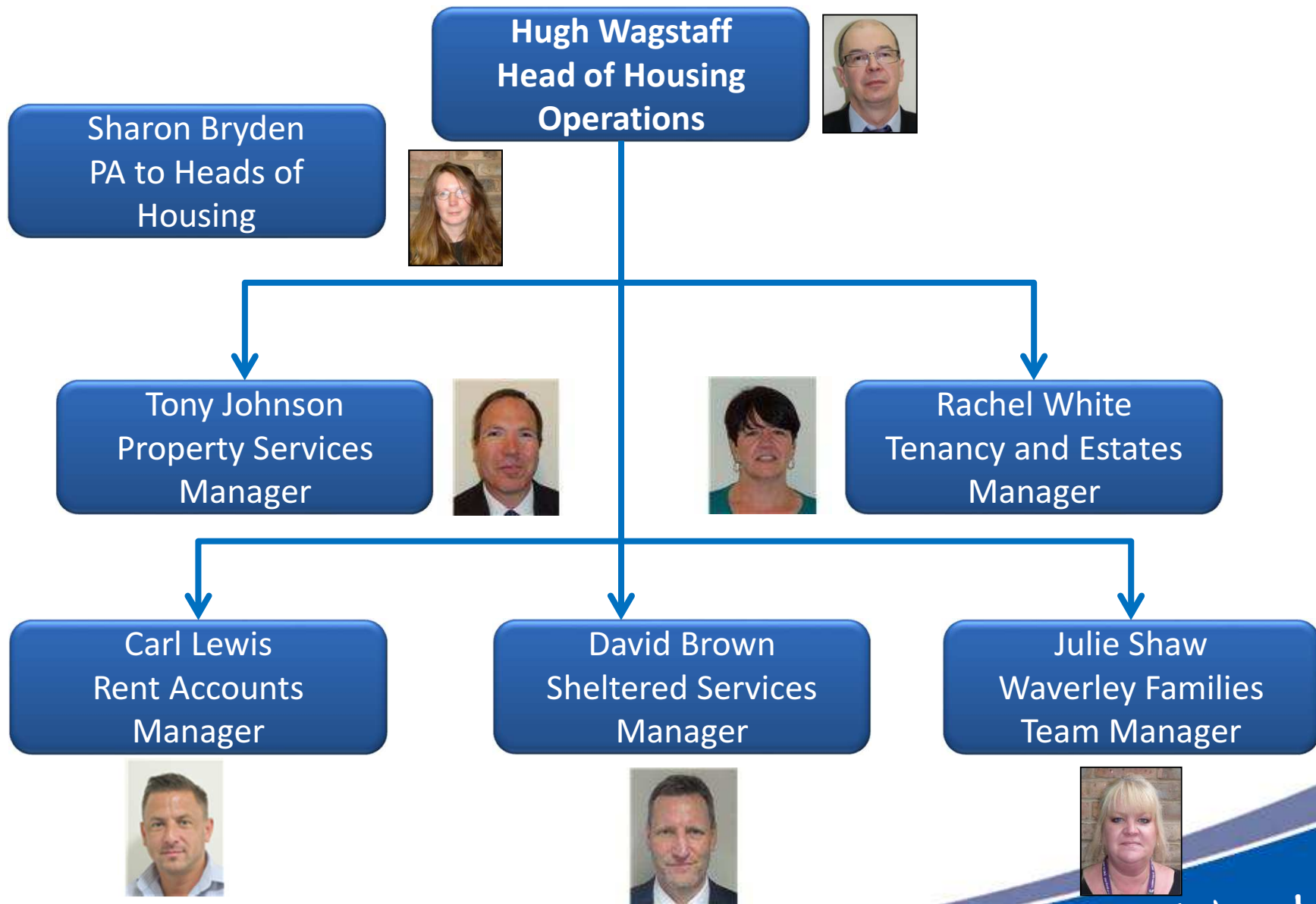


Work with housing associations to manage homes and create new ones

Housing Operations

Manage and maintain council homes

- § Collect rent and provide budgeting advice
- § Work with contractors to deliver responsive repairs
- § Work with contractors to deliver planned works
- § Support tenants to sustain tenancy
- § Monitor Compliance of health and safety and tenancy agreement
- § Work with communities and customers to improve housing services
- § Work in partnership to support families



HRA Business Plan Objectives

- § to maximise net income
- § to provide good quality homes and maintain the value of the Council's asset
- § to contribute to increasing the supply of affordable housing for Waverley residents, and
- § to drive down operating costs and identify efficiencies

Balancing the budget – illustrative budget

	2016/17 budget	Year 1	Year 2	Year 3	Proposed 2017-20
New build	£7m	£3m	£3m	£3m	£9m
Capital works	£7m	£4m	£4m	£4m	£12m
Responsive repairs	£4.5m	£5.5m	£5.5m	£5.5m	£16.5m
Staffing	£4m	£4m	£4m	£4m	£12m
Loan management	£6m	£9m	£9m	£10m	£28m
Corporate recharge and other management	£1.5m	£1.5m	£1.5m	£1.5m	£4.5m
Contingency	--	£2m	£2m	--	£4m
TOTAL	£30m	£29m	£29m	£28m	£86m



Rent Collection



Manage and maintain council homes



Repair and maintenance of council homes



Support tenants to sustain tenancy



Listen to customers to improve housing services



Contributing to enhancing estates and neighbourhoods

Housing Service Plan 2017/17



To publish a
Housing
Strategy
2017/18 –
2028



To review
tenancy
agreement



Improve
customer
service by
increasing
range of
customer
contact option



To procure
housing
maintenance
contract
procurement

To implement
a Vulnerable
Persons
Resettlement
Scheme

Further Understanding

- 2017/18 Service Plan
- 2016/17 Corporate O&S Housing Improvement Sub Committee reports
- Housing webpages www/waverley.gov.uk/housing
- Introduction to social housing online course (available on request)
- Visit team and sites (available on request)
- Tenancy Agreement