



**North Tyneside Council**

# Housing Sub Committee

Friday, 12 March 2021

**Monday, 22 March 2021** This meeting will be conducted remotely using video conferencing software. A link to the live stream is below. **commencing at 6.00 pm.**

<b>Agenda Item</b>	<b>Page</b>
<b>1. Apologies for Absence</b>	
To receive any apologies for absence.	
<b>2. Appointment of Substitute Members</b>	
To be notified of the appointment of any Substitute Members.	
<b>3. Declarations of Interest</b>	
You are invited to declare any registerable and/or non-registerable interests in matters appearing on the agenda, and the nature of that interest.	
You are also invited to disclose any dispensation in relation to any registerable and/or non-registerable interests that have been granted to you in respect of any matters appearing on the agenda.	
Please complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting.	
<b>4. Minutes</b>	<b>5 - 8</b>
To consider the minutes of the meeting held on 23 November 2020.	
<b>5. Affordable Homes Programme</b>	<b>9 - 16</b>
To receive an update on the delivery of the Affordable Homes Programme.	
<b>6. Empty Homes Standard</b>	<b>17 - 38</b>

Members of the public are entitled to attend this meeting and receive information about it. North Tyneside Council wants to make it easier for you to get hold of the information you need. We are able to provide our documents in alternative formats including Braille, audiotape, large print and alternative languages.

To look at the impact Covid-19 has had on the Empty Homes Standard.

**Circulation overleaf ...**

## **Members of the Housing Sub Committee**

Councillor Linda Darke  
Councillor Andy Newman (Chair)  
Councillor Matthew Thirlaway  
Councillor Linda Bell  
Councillor Erin Parker-Leonard  
Councillor Matt Wilson

Councillor John Hunter  
Councillor Alan Percy  
Councillor Joan Walker  
Councillor Pam McIntyre  
Councillor Frances Weetman  
vacancy

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## Housing Sub Committee

**Monday, 23 November 2020**

Present: Councillor A Newman (Chair)  
Councillors L Darke, John Hunter, A Percy, M Thirlaway,  
J Walker, L Bell, E Parker-Leonard, F Weetman and  
M Wilson

### **HO19/19 Appointment of Substitute Members**

There were no substitutes reported.

### **HO20/19 Declarations of Interest**

Councillor Erin Parker-Leonard declared a registerable personal interest in Item 6, Homelessness, as her wife works for Shelter.

### **HO21/19 Minutes**

It was **agreed** that the minutes of the meeting held on 27 January 2020 be confirmed as a correct record.

### **HO22/19 Budget Update - Impact of Covid**

The sub-committee received a presentation in relation to the impact of Covid-19 on the Housing Revenue Account. This had been a topic identified by Members in prioritising items for the 2020/21 work programme.

It was explained that on Wednesday 18<sup>th</sup> March 2020 the Government announced a complete ban on evictions and new possession cases during the coronavirus emergency. The Government took early steps to introduce legislation that required landlords to give three months' notice of their intention to seek possession of a property as opposed to the standard four-week notice. In August 2020 further changes to the regulations saw this time frame extend to six months, except in the more serious cases.

In North Tyneside, action was taken to stop new cases going to Court and any that had dates set for a hearing the courts were asked to adjourn or suspend. Arrears letters that made reference to court action or eviction were suspended and new letters to send out were drafted. Work was done to ensure that data was captured on all cases where tenants had informed of financial difficulties due to Covid-19. This helped gain an understanding of the impact of Covid-19 on rent arrears.

The sub-committee was informed of a range of support that was available for tenants including Discretionary Housing Payments, the Poverty Intervention Fund and the Water Rates Discount Scheme. There was also support available from the Employment and Skills Team in relation to employment opportunities and increasing skills. Referrals could also be made to other organisations including Citizens Advice Bureau and Armed Forces Charity Support.

As was expected, rent arrears had gone up as a result of Covid-19. Members were

informed that there was an influx of Universal Credit cases at the beginning of lockdown. There was also an initial impact of rental loss due to not being able to let void properties, unless it was related to homelessness or domestic abuse.

The sub-committee was presented with graphs that illustrated the numbers of tenants in arrears in November 2019, March 2020 and November 2020. The graphs showed data under the following categories: full payer, universal credit and housing benefit. The graph showed a reduction in the number of full payer tenants in arrears between November 2019 and November 2020. This trend was also demonstrated in the data for those tenants in receipt of housing benefit. For those in receipt of universal credit, the data showed an increase in the number of tenants in rent arrears.

It was noted that the Government furlough scheme which covered 80% of wages was continuing to operate. The notice seeking possession process had resumed in order to encourage tenants to engage with the Council to make arrangements for repayment of rent arrears. This was particularly targeted at those tenants that were 6 months or more in arrears. It was noted that evictions would not be enforced whilst national restrictions were in place and no evictions would be enforced by bailiffs until 11 January 2021 at the earliest, except in the most egregious of cases such as anti-social behaviour.

Members were also informed that there were some tenants that were able to pay rent but were choosing not to throughout the pandemic. These tenants were also being targeted and it was explained that the Council would take all the steps it could to support and work with tenants to manage arrears rather than escalating the issue to court. In response to questions in relation to support available to tenants, it was noted that support was provided through the role of the tenancy sustainment officer. This included support provided by the Council and referrals to other organisations.

The Chair thanked the officers for the information provided.

It was **agreed** to note the information provided in the presentation.

## **HO23/19 Homelessness**

The sub-committee received a presentation which provided an update on the homeless service. Members received data in relation to the number of homeless presentations, placements to temporary accommodation and rough sleepers in the period March to November 2019 compared to March to November 2020. There was an initial peak in homeless cases in April/May 2020 and this started to rise again during the Autumn. From March to November this year the Authority placed 227 people in temporary accommodation, an increase from 145 in the same period last year. The Council had been quick to respond to the situation following lockdown and offered a wide criterion for those that would qualify for a placement in temporary accommodation. During May to November 2020 47 rough sleepers were identified, an increase from 7 during the same period in 2019. This was attributed to people not being able to share accommodation with friends and family during the Covid-19 pandemic.

It was noted that the number of people that present as homeless does not mean that they will become homeless, for some people it might mean requiring advice to prevent themselves becoming homeless. It was explained that there were 7 grant funded posts aimed at supporting those that present with housing related problems. Funding was available through the Homeless Prevention Grant to prevent homelessness by paying rent arrears, securing accommodation by paying a rental deposit or providing transport to return to family. The Next Steps Accommodation Programme awarded £32k revenue to support rough sleepers in emergency accommodation.

In relation to the access to support that customers had, it was noted that a frontline service

continued to be delivered at the North Shields Customer First Centre and that this was by appointment only. A freephone number had recently been introduced and a 24 hour 'out of hour' service was in place. Referrals could be made from partner organisations.

In relation to the dispersed accommodation that was available, Members were informed that the number of units had increased from 29 to 37. The criteria used for assessing need for this accommodation was lenient and the number of units available continued to be reviewed. Bed and breakfasts, both in North Tyneside and outside of the area, were used to provide some temporary accommodation.

The presentation detailed the practices that were put in place by the housing service to deliver support during the pandemic. A specialist post was in place to work with rough sleepers and this support would continue for 6 months where a tenancy had been secured. Personal Housing Plans were developed for each person that presented as homeless and these were centred around the individuals' needs. A personalisation pot was available which helped with setting up bank accounts, rent deposits and buying train tickets. Rough sleepers were provided with wellness packs containing masks, hand sanitiser and food. Mobile phones were also provided so that individuals could keep in touch with officers in housing and the services and support that was available.

The sub-committee was informed of the Severe Weather Emergency Protocol (SWEP) that was operational between 1 November and 31 March and any other periods where there is severe weather. There was no strict definition of severe weather but this was considered to be excessive rain, high winds, snow and frost or where a weather warning was in place in North Tyneside. The protocol was activated when the actual or 'feels like' temperature is forecast to drop to zero degrees or below for 3 consecutive nights or severe weather forecast. The weather is monitored by the Housing Team and all rough sleeps have the opportunity to access shelter during severe weather. Every effort was made to engage with rough sleepers to provide them access to the support they needed.

The presentation provided details of the 'sit up' service that had been delivered by Whitley Bay Street Pastors and volunteers for the last 5 years. This provided shelter at a local hall along with food and refreshments. As this provision was no longer able to be ran due to Covid-19, revised arrangements were in place to verify rough sleepers and to provide single person occupancy provision, generally at bed and breakfast establishments.

Members recognised that throughout the pandemic there had been a lot of new guidance issued and asked how it was ensured that housing staff were kept up-to-date with the latest developments. Officers explained that housing teams had daily catch ups to update on cases and share any changes to processes and practices. A longer weekly team meeting was also held to provide any necessary training and more detail on new guidance.

The importance of being able to sustain tenancies after initial support was raised and it was asked what measures were taken to ensure tenants were supported to engage in a successful tenancy. It was explained that the temporary accommodation officer would refer the individual to where additional support could be provided in relation to looking for employment opportunities and identifying any skills gaps.

A Member of the sub-committee asked if the pandemic had highlighted hidden homelessness and sofa surfing. It was explained that, whilst the data showed 47 rough sleepers between March and November 2020, only 14 of these were actually rough sleepers and the rest were sofa surfers. Covid had prevented these people from staying with friends on an informal basis as households were unable to mix. These individuals were therefore picked up as a result of Covid and placed in temporary accommodation.

The Chair thanked the officers for the information presented to the sub-committee.

It was **agreed** to note the information provided in the presentation.





## Meeting: Housing Sub-Committee

**Date: 22 March 2021**

## **Title: Progress Update on the Affordable Homes Programme**

**Author: Richard Brook, Housing Growth Manager**

**Tel: 07540 182 225**

**Service: Environment, Housing & Leisure**

**Wards affected: All**

### **1. Purpose of Report**

To provide the Housing Sub-Committee with details of changes to the Affordable Homes Programme and provide an update on delivery of affordable homes in 2020/21 and plans for 2021/22.

### **2. Recommendations**

- To note the progress to date and anticipated delivery going forward.

### **3. Details**

The Mayor and Cabinet clearly stated their policy intention in the Our North Tyneside Plan that the Authority will deliver “more quality affordable homes.” At its meeting on 14 October 2013, Cabinet confirmed its commitment to delivering 3,000 affordable homes over the next 10 years.

The programme has been a significant success to date with 1,650 affordable homes expected to have been delivered by the end of 2020/21 including over 500 homes directly delivered by the Authority. Delivery in the first 7 years of the Affordable Homes Programme (AHP) is more than double the number of affordable homes delivered in the 10-years prior to the AHP commencing and includes new council homes, specialist accommodation and returning empty properties back as affordable homes.

Building on this success and considering the external challenges including the global pandemic, in January 2021, Cabinet approved a report ‘*Supporting the Ambition for the Borough through Housing Growth*’. This plan provides an extension to the Affordable Homes Programme to align delivery to the Local Plan in 2032. The revised plan increases the delivery target from 3,000 to 4,000 new homes. The Cabinet also approved an ambitious 10-year delivery plan for the Council that will see a further 350 new affordable homes directly delivered or Empty Homes brought back into use and circa £50.000m worth of investment.

The Authority will continue to work in a strategic and enabling capacity with Homes England, Registered Providers (RPs) and developers to meet a range of housing needs including the needs of vulnerable groups.

#### **4. Affordable Homes Programme 2020/21**

In 2020/21, 90 new affordable homes will have been delivered. This figure is significantly lower than originally planned and due to the significant delays to delivery caused by the first lockdown in April 2020. A full breakdown of the overall delivery programme is given in Appendix 2.

##### **4.1 Council Housing**

The Council directly delivered 12 affordable homes in 2020/21 with 9 new build homes delivered at the site of the former Bawtry Court and 3 new build homes at Edwin Grove.

Cabinet approved a new ten-year delivery programme in January 2021 that is attached as Appendix 1. The 10-year plan aims to invest circa £50.000m and deliver around 350 new affordable homes by 2031.

Feasibility studies will be conducted on all potential new sites and they will be subject to planning approval. Early consultation with ward members has been undertaken and further consultation with members and residents will form an integral part of bringing these site forward.

##### **4.2 Working with Registered/Care Providers**

The Authority continues to work in partnership with Registered Providers to provide affordable homes. The delays associated with the covid lockdown hampered delivery this year and therefore no affordable homes were delivered by RPs in North Tyneside. Although work has started on the site of the former Miners Welfare Club in Dudley, where Bernicia are constructing 11 new affordable homes.

Planning was also granted in the financial year for Bernicia to begin developing 32 affordable homes at Castle Square in Backworth.

Planning permission has been granted at Oswin Road, Forest Hall for two residential buildings comprising a total of 16 supported living apartments. The site will be developed by Mersten Limited for clients with mental health issues.

Work is ongoing on 32 specialist homes on land north west of Brierdene Way in Backworth. 28 extra care apartments will be provided specialising in clients with dementia and 4 bungalows for clients with autism. Work is also proceeding on 64 extra care apartments on Stanton Road, Cullercoats.

##### **4.3 Private Developers**

Delivering affordable housing through planning obligations is central to meeting the need for affordable housing in the Borough. Section 106 Town and Country Planning Act 1991 Agreements (S106 agreements) are used by the Authority to secure 25% affordable housing on most relevant sites (developments with 11 or more units).

At the time of writing we are forecasting that 50 new affordable homes will be delivered through S106 agreements in 2020/21. Despite the issues in relation to Covid, the market for housing remains strong across North Tyneside and the delivery of affordable homes should increase once the strategic sites at Murton and Killingworth commence development.

#### **4.4 North Tyneside Trading Company**

In October 2013, Cabinet acknowledged that there were gaps in the Affordable Homes Delivery Programme and that the Authority needed to act to create capacity and capability to fill those gaps. It was also recognised that new creative models for the development of affordable homes were emerging in response to the difficult market and that these should be investigated and tested to explore whether they would be applicable in North Tyneside. This Committee played a key role in option appraisal of this.

Cabinet agreed in March 2015 to the establishment of a wholly owned subsidiary of the North Tyneside Trading Company, North Tyneside Trading Company (Development) Limited, to deliver affordable homes within existing resources.

To increase the pace of delivery, the Company, now trading as Aurora Affordable Homes, has since pursued an acquisition strategy buying homes from the open market across the borough. This has been very successful with the Company purchasing 23 homes in 2020/21, bringing the total number of homes owned or in the legal process to be purchased to 68.

#### **4.5 Empty Homes**

In 2020/21, 3 long-term empty properties were brought back into use as affordable homes. Work has also begun at Charlotte Street, Wallsend to bring 11 problematic empty properties back in to use.

This year the Authority has also purchased long-term problematic properties, at Seymour Street and Waterville Road, North Shields with work underway to make improvements to the outward appearance of the properties and to make them safe.

A further 5 empty homes are currently with the Authority's Legal Services who are working with the property owner's solicitors in relation to a securing these for affordable use.

The Empty Homes Programme will continue to target the properties which have the greatest impact on communities within North Tyneside and which support vulnerable housing markets. The aim is to recycle as much of the capital investment in our schemes as possible to allow sustainable on-going support for empty homes work.

### **5. Challenges to Delivery**

#### **5.1 Private Housebuilders**

The Authority successfully directly delivers homes and works in a strategic capacity to bring forward homes through partners including Registered Providers. The largest volume of homes within the programme are delivered by private developers who are subject to ever changing market conditions. The decision on when to bring forward large site is not within the Authority's direct control and initial assumptions of when the strategic sites at the Murton Gap and Killingworth Moor have had to be reprofiled with the planning application not coming forward as quickly as expected. Therefore, aligning the Affordable Homes Programme to the Local Plan will allow for greater certainty of delivery numbers by developers.

## 5.2 Impact of Covid19

The unprecedented global pandemic led to construction work halting across the country due to the national lockdown. This has caused delays to delivery due to ongoing social distancing requirements on construction sites and problems throughout the supply chain.

Whilst the construction sector has shown considerable resilience to the situation and the housing market has rebounded due to pent up demand, it is likely that the economic volatility, high unemployment and continued uncertainty will make it difficult to accurately predict delivery in the short-term.

Whilst the industry remains cautiously optimistic regarding the recovery of the sector, the alignment of the AHP with the Local Plan will provide greater flexibility to ensure greater numbers of affordable homes can be delivered as defined within the Local Plan.

## 5.3 Government Policy

National housing policy changes frequently and can affect the delivery of affordable homes. During the first 6-years of the programme, the availability of grant funding for affordable homes has fluctuated making it harder for Registered Providers to accelerate build programmes.

The current White Paper '*Planning for the Future*' identifies several major changes to the planning system including the replacement of S106. It is not yet clear what effect this would have to the delivery of affordable homes in the future and further analysis will be required should the law change.

## 6. Background Information

The following documents have been used in the compilation of this report and may be inspected at the offices of the author.

- (1) [Cabinet Paper January 25 2021 ITEM title: "Supporting the Ambition for North Tyneside through Housing Growth"](#)
- (2) [Appendix 4 January 25 2021 ITEM title: "A 10-year Affordable Homes Delivery Plan for North Tyneside Council"](#)
- (3) [Planning for the Future – White Paper August 2020](#)
- (4) [Cabinet Paper May 28 2019 ITEM title: "Delivering the Affordable Homes Programme"](#)
- (5) [Cabinet Paper April 9 2018 ITEM title: "Delivering the Affordable Homes Programme"](#)
- (6) [Cabinet Paper March 13 2017 ITEM title: "Delivering the Affordable Homes Programme"](#)
- (7) [Cabinet Paper September 14 2015 ITEM title: "Delivering Affordable Homes - Update" ../ ../ ../ ../ Business Devpt/Affordable Homes/BOARDS and Cabinet/Cabinet/October 2013/7k Delivering Affordable Homes FINAL.doc](#)

- (8) [Cabinet Paper March 9 2015 ITEM title: "Delivering Affordable Homes - Update"../../../../Business Devpt/Affordable Homes/BOARDS and Cabinet/Cabinet/October 2013/7k Delivering Affordable Homes FINAL.doc](#)
- (9) [Cabinet Paper March 10 2014 ITEM title: "Delivering Affordable Homes - Update"](#)
- (10) [Cabinet Paper October 14 2013 ITEM title: "Delivering Affordable Homes"](#)
- (11) [Cabinet Paper February 10 2014 ITEM Title: Empty Homes "Lease to Let Scheme"](#)
- (12) [Core Strategy Preferred Options 2010](#)
- (13) [Local Plan 2015-2030](#)

## Appendix 1 – Sites included within the new ten-year HRA plan

Scheme	Scheme Description	Potential No. of affordable homes	Programmed Construction Phase	Budget Estimate (£m)
Former Bawtry Court, Battle Hill Ward	Work is underway to provide a mix of affordable homes on the former Bawtry Care homes site in Battle Hill	9	Work started in February 2020	£1.325m
Edwin Grove, Howdon Ward	Work is underway to provide three new general needs homes on a former children's home in the Howdon ward	3	Work started in May 2020	£0.459m
The Cedars, Collingwood Ward	Work is underway to build 12 new affordable homes on the site of the former care home at the Cedars in Collingwood Ward	12	Work started in June 2020	£1.792
Charlotte Street, Wallsend Ward	The regeneration of Charlotte Street will see several long-term empty homes brought back into use as affordable	11	Work started in January 2021	£0.750m
Garage Site, Falmouth Road - Collingwood Ward	It is proposed that a small brownfield garage site is used The proposal is to use the HUSK MMC solution to build new bungalows	8-9	May 2021	£1.203m
Benton Lane - Longbenton Ward	Mid-sized site to provide new 2,3, and 4 bed affordable homes	26-34	Feb 2022	£3.900m
Various Garage Sites - Battle Hill	6 small brownfield garage sites across Battle Hill The proposal is to use the HUSK MMC solution to build new bungalows	8-10	Oct 2022	£1.389
Wellfield Avenue Refurbishment, St Mary's Ward	Based on a successful compulsory purchase of a long-term empty care home that was causing blight, these will be converted into general needs homes	2	Oct 2022	£0.214m
Murton West – Collingwood Ward	Council owned land within the wider strategic site at Murton Gap will be used to build a new fully affordable council community. The scheme will include a mixture of bungalows and 2,3 & 4 bed affordable homes	120	Oct 2023	£16.800m
Charlton Court, Monkseaton South	Charlton Court sheltered scheme was not included within the NT Living project. The plan is to demolish and rebuild the scheme to provide a new 40 bed sheltered scheme and 14 new Council owned, affordable apartments. This development would be contained within the footprint of the existing site	54 new homes – (net gain of 13 affordable homes)	Aug 2024	£4.359m
Annitsford Farm, Weetslade Ward	This site has already been approved for development but to date has not been taken forward due to constraints.  The plan is to design a new 100% owned Council community that considers the noise issues from the airport that is currently constraining the site	100	Aug 2026	£14.000m

## Appendix 2 – Indicative Affordable Homes Delivery Programme 2014-2032

### Projected delivery of affordable homes to 2032

Delivery Method	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	Total
Council Housing	110	171	201	12	26	22	12	23	22	59	17	17	30	33	36	18	18	14	841
Registered / Care Providers	87	18	52	112	10	23	0	11	115	118	19	10*	10*	10*	10*	10*	10*	10*	635
Private Developers	55	41	77	146	197	114	50	108	150	175	175	175	150	140	140	140	140	139	2312
Aurora Homes	0	0	13	9	13	13	22	30	0	0	0	0	0	0	0	0	0	0	100
Empty Homes	13	8	4	1	4	8	6	8	6	6	6	6	6	6	6	6	6	6	112
<b>Total</b>	265	238	347	280	250	180	90	180	312	388	253	235	212	190	193	175	174	170	4000
<b>Cumulative Total</b>	265	503	850	1130	1380	1560	1650	1830	2123	2481	2698	2906	3102	3291	3483	3657	3831	4000	4000

This figure is an estimate based on past delivery of RP's sourcing their own land. The figure will be amended if, and when, firm sites come forward.

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# Update - Empty Homes Standard

## Housing Sub committee

22nd March 2021



# Overview

- Update on Moving in and Moving out standard
- Impact on Covid 19
- Next steps



# Agreed process

- We attended Housing Sub-Committee on 27 January 2020
  - Background to previous reviews
  - Progress on Empty Homes
  - Proposals for further review
  - Referenced Cabinet Members budget proposals
- It was agreed; to include tenants and Members in the review
- This was completed over 2 sessions:
  - Session 1 – 19 February – Scrutiny (Pre & Post inspections)
  - Session 2 – 4 March – Workshop (Data and propose changes)
- Sessions really well received and attended

## Items covered in the two sessions

- **Update from pre-inspections (Tenants leaving property)**
  - Condition of properties were poor
  - They did not meet to Moving Out standard
  - Properties still contained previous tenants furniture
  - Group would not of allowed tenants to move
- **Update from post inspections visits (Works completed)**
  - All met the Moving In standard
  - Repair works were completed to a good standard
  - Amount of decoration was overwhelming in some properties

# Items covered in the two sessions

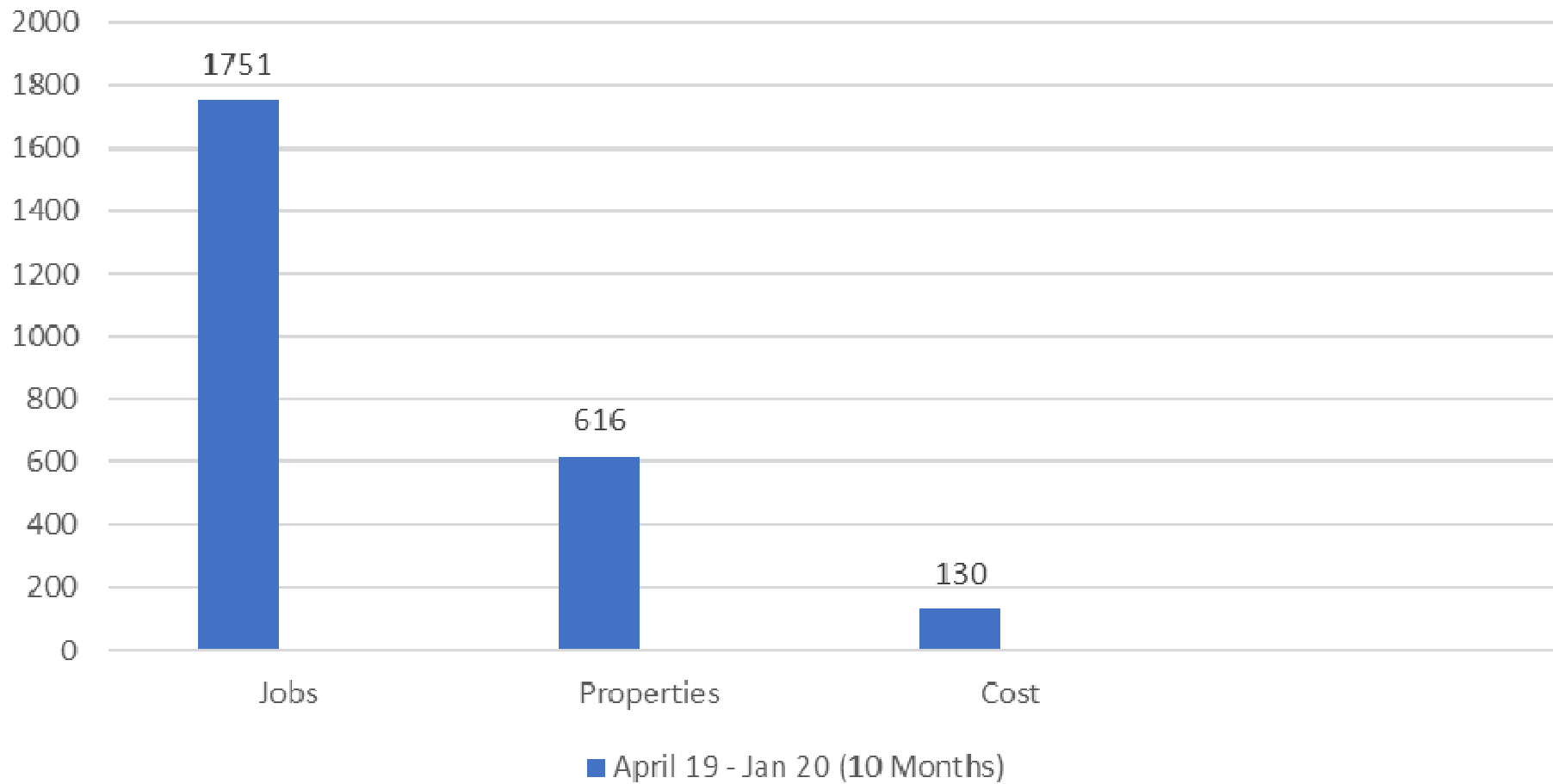
- New tenant repairs
  - Too many new tenant repairs
  - Obviously missed during the repair works
- Review of paint packs
  - High cost service
  - Not always well received by tenants.
  - Team challenged about doing something different

## What the data told us – Session 2

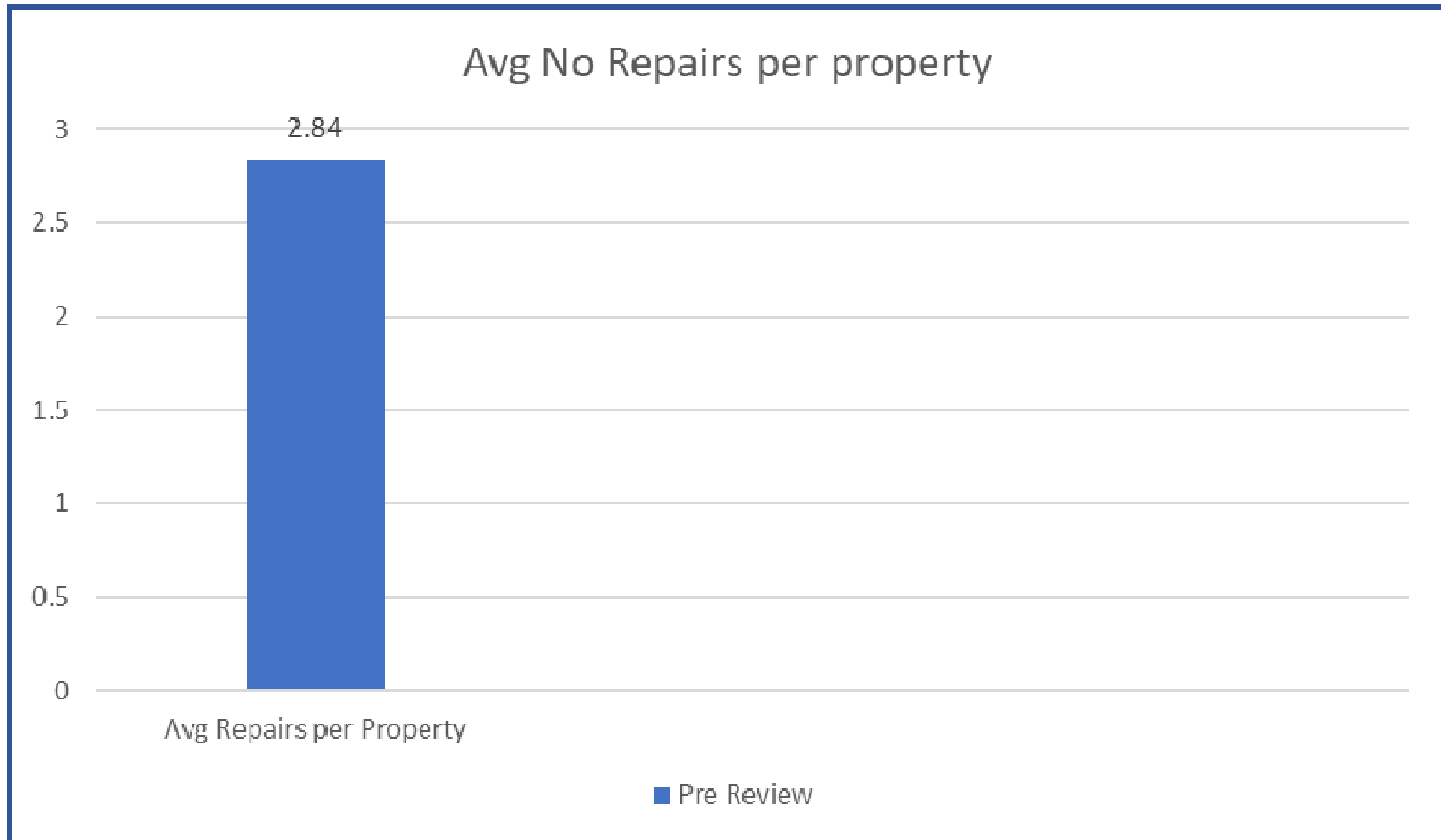
- April 2019 to Jan 2020 (10 months):
  - 918 Empty Homes repaired
  - 616 (67%) properties had new tenant repairs completed
  - 1,751 new tenant repairs completed
  - Cost of £130k (code claimed)
  - 2.84 repairs per property (Average) – Excludes C&T
- If done when property empty: example
  - 291 hours (*Est. 10 minute journey x 1,751 repairs*)
  - 3,502 miles (*Est 2 miles per journey x 1,751*)
  - £500 on fuel @ 38mpg
  - 1.6 tonnes of CO2 emissions

# Summary

## New Tenant Repairs



# Summary





# Top 3 new tenant repairs

- Joinery

1. 163no door repairs
2. 103no window repairs
3. 71no gates

- Electrical

1. **119no Live tests**
2. 59no light repairs
3. 34no socket repairs

- Plumbing

1. 80no Toilet repairs
2. 51no tap repairs
3. 33no gutter repairs

# The recommendations

- **Post inspections** (Get our own house in order)
  - Review and improve consistency of inspections
  - Include new tenant repairs when the property is empty
- **Pre-termination inspections**
  - We currently inspect all transfers (25% of homes)
  - 'Insist' on inspection (know responsibilities, encourage, early eyes on property)
- **Decoration**
  - Target additional redecoration (kitchen and bathroom, grouting)
  - Decoration to newly plastered walls and ceilings
  - Paint new timber (doors, skirtings)
  - Remove or repair damaged wallpaper
  - Reduce paint pack offer to support works
  - Invest above saving into the additional decoration

# The recommendations

- Disposal of rubbish (supporting tenants)
  - Define the issues
  - Possible removing and recharging service
  - Factor in vulnerability
  - Can we develop a new service offer?
  - Carry out exit survey
- Communal cleaning
  - Improve look of the building
  - Identify repairs
  - Control fly tipping

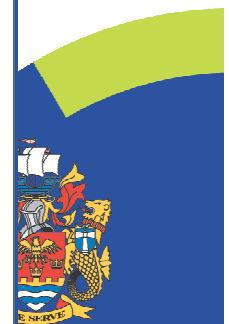
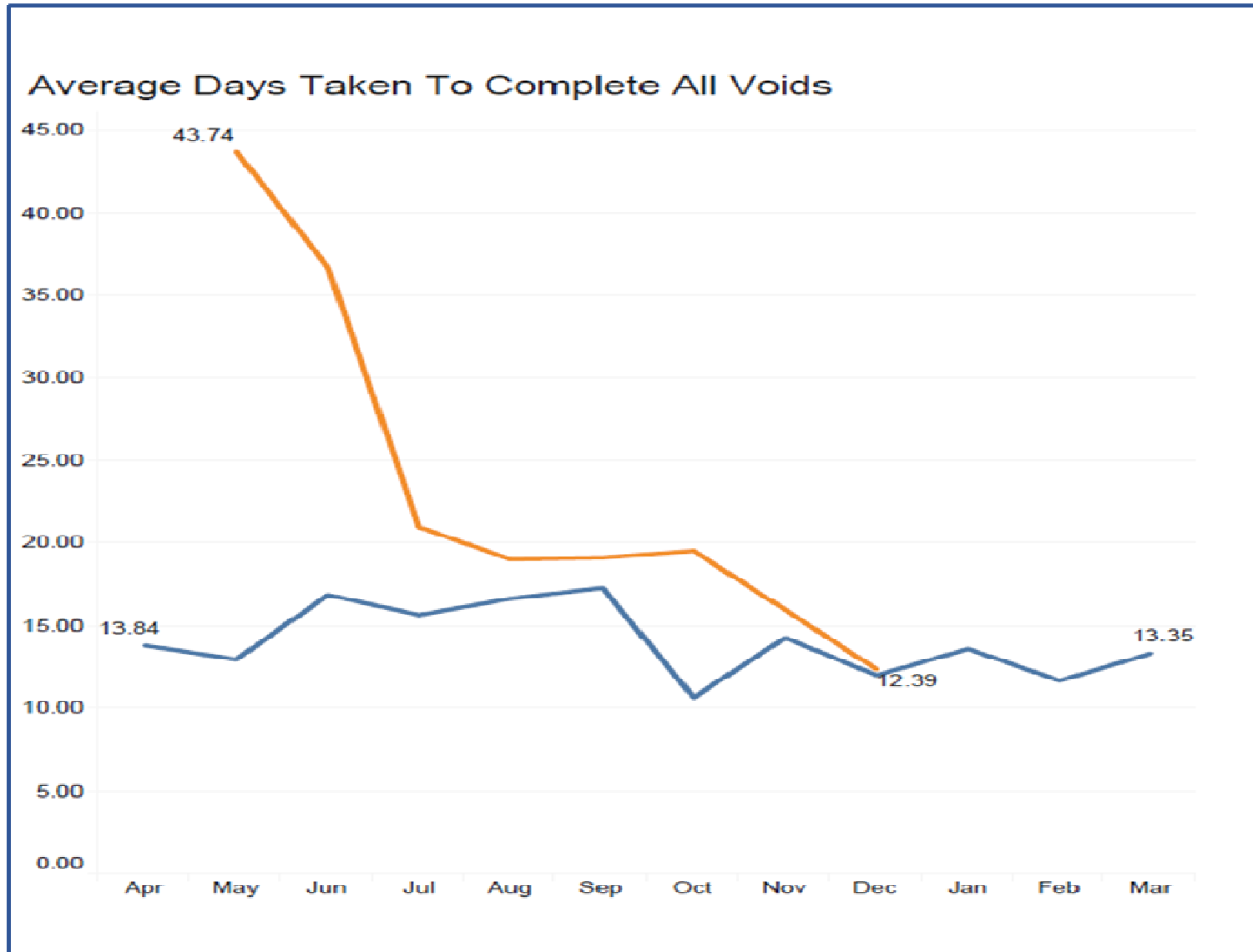
# Cabinet Member Engagement

- Briefing – 5<sup>th</sup> March 2021
- Cabinet Member asked me to thank all those involved.
- Very impressed with all the work involved.
- Approved additional funding to support project. Eg redecoration

# Impact of Covid

- Works suspended 23<sup>rd</sup> March 2021
- Works recommenced 20<sup>th</sup> May 2021
- Backlog of 93no empty properties
- Reduction in empty homes
  - March to May 2019 – 210no
  - March to May 2020 – 83no
- Safe Working Practices introduced
  - Education and Training for teams
  - 1 person per property at a time
  - Increase PPE costs

# Impact of Covid - Performance



# So what have we done?

- We redrafted the Moving In Standard, include:
  - A range of new tenant identified repairs
  - Increase in redecoration standard
- Circulated revised standard to group for comments
- Produced Final Moving In Standard

## So what have we done?

- Recruited 4no new painter and decorators
- Commenced a communal cleaning project
- Commenced with exit surveys for tenants regarding waste.



# Its all about the Outcomes

- Important we measure success of the review
- Seen a big reduction in new tenant repairs
- Customer feedback has been positive regarding decoration standard.
- Initial exit surveys have been low, so need to consider alternative tactics
- Procurement / Tender complete (Cleaning Contractor)

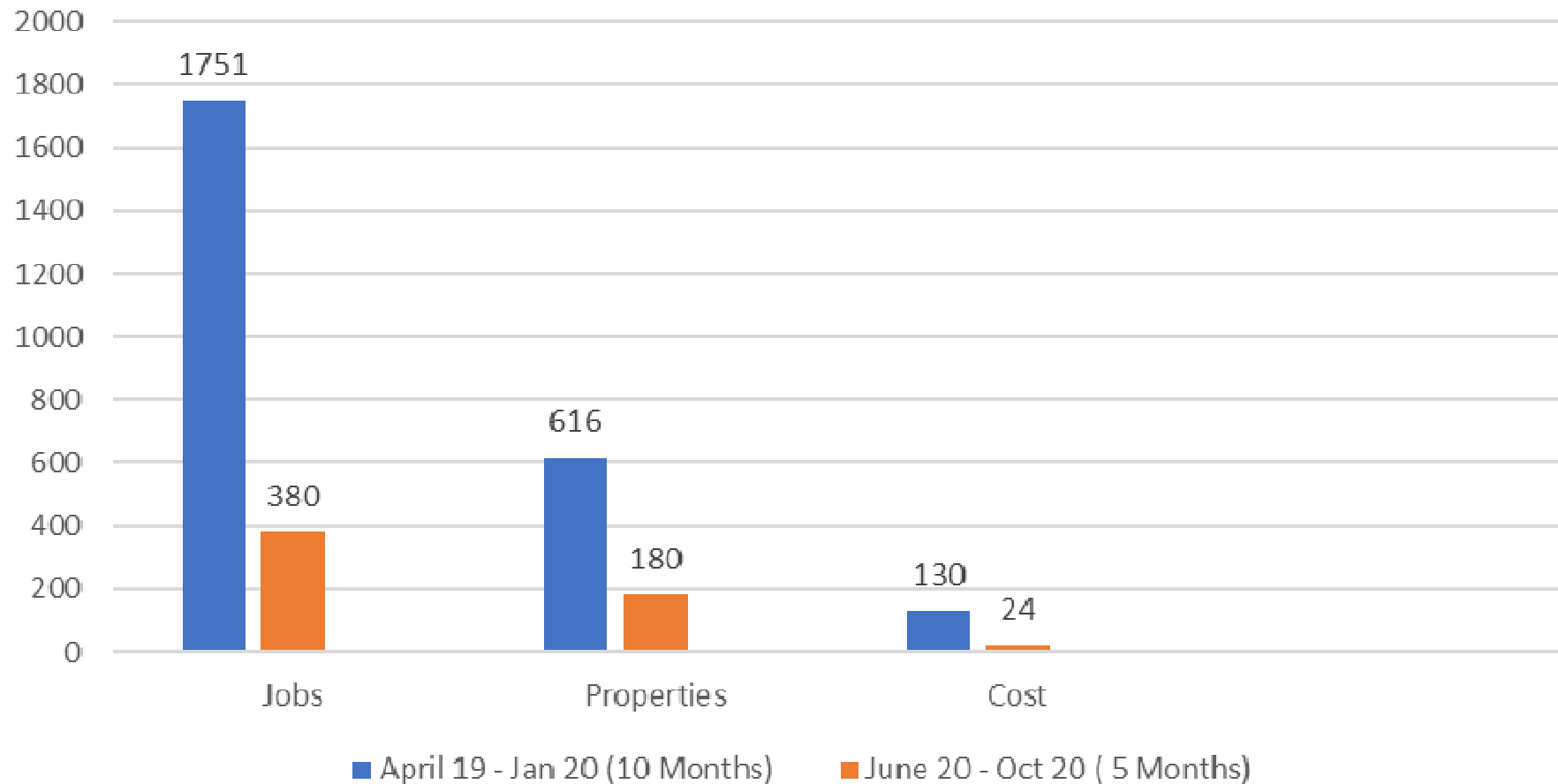
# Empty Homes Review

## Measuring Outcomes

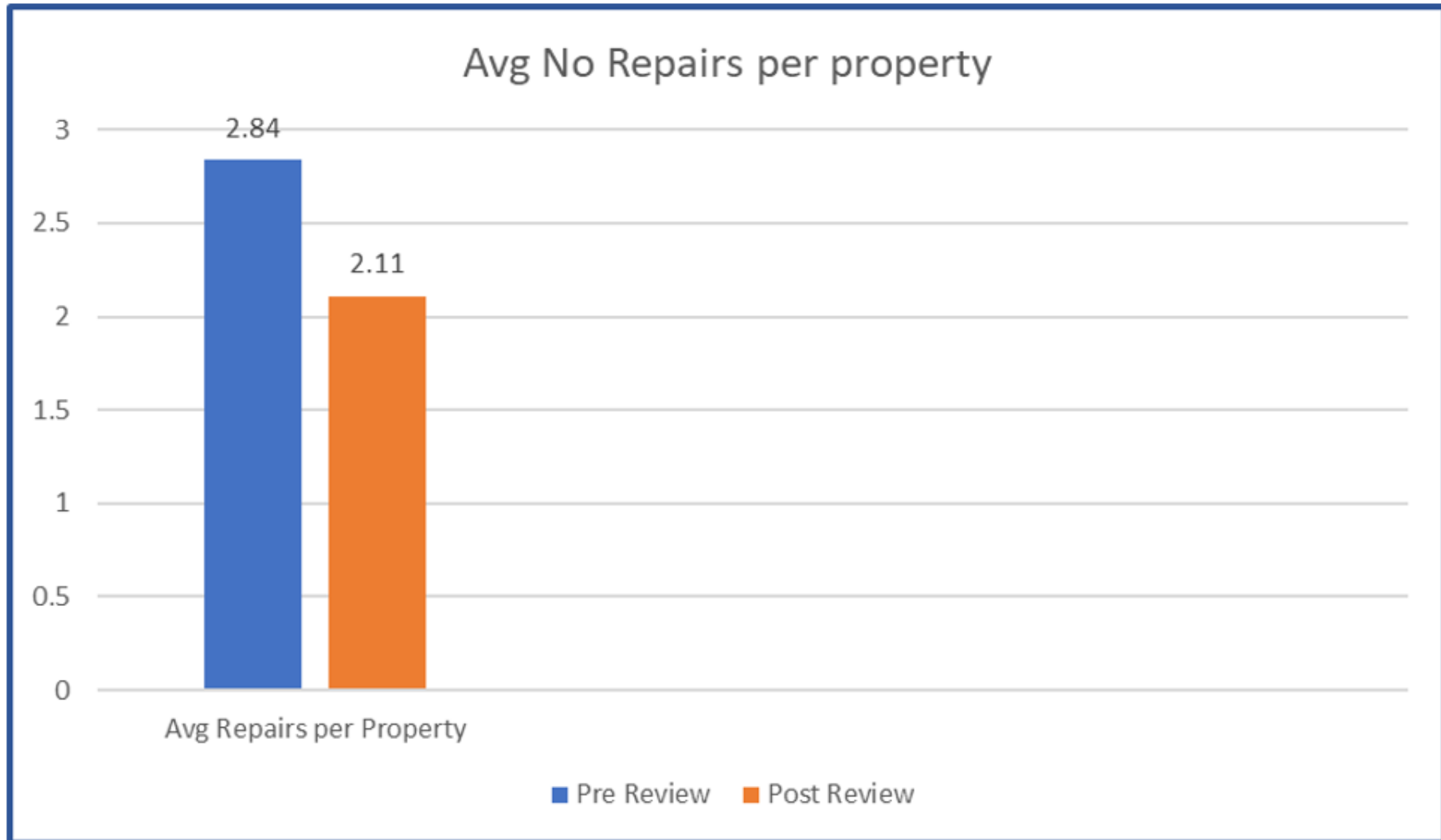
- Pre review Measure – April 2019 to Jan 2020
- Post review measure – June 2020 to Oct 2020
- Same report formats used
- Mindful Post Review Data excludes Covid lock down ( 5 months only)

# Summary

## New Tenant Repairs



# Summary



## Still to do

- Photos and corporate branding
- Publish new standard onto website
- Update the Repairs and Investment SDG
- Conclude Waste review and present Cabinet Member with options for consideration
- Conclude Communal Cleaning project and present Cabinet Member with options for considerations.
- Continue to monitor outcomes

