

Winchester Tenants Conference

Saturday 24 February 2018









HOUSING UPDATE



- Background to Winchester City Council Housing
- What's been going on since the last Conference?
- What's Important to you?
 - Results from Latest Tenant Survey
 - Recent “Scrutiny” reviews
 - Changes to Tenant Involvement
- What's happening nationally?
- What's on the horizon for Housing?

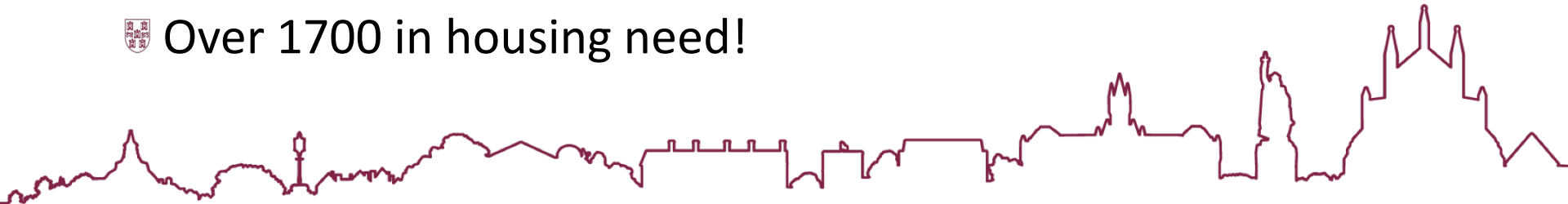


BACKGROUND TO WINCHESTER CITY COUNCIL HOUSING

-  5000 homes (including 700 sheltered flats)
-  £28m Income from Rents each year
-  £14m spend on maintaining homes and estates

-  Arrears = 1%
-  Tenant Satisfaction = 91%
-  Empty Properties relet time = 14 days

-  All within the top 25% of social landlords nationally!
-  Over 1700 in housing need!



WHAT'S BEEN GOING ON SINCE THE LAST CONFERENCE?

- 🏰 Pay to Stay/High Value Sales “shelved”?
- 🏰 No News on ending Secure Tenancies
- 🏰 100 New Homes built, 100 more on site,
- 🏰 89 lost through “Right to Buy”!
- 🏰 All Homes Now meet “Decent Homes Standard”
- 🏰 Plans in place to keep them “Decent”!
- 🏰 Improved Tenant Satisfaction
- 🏰 New Gas Contractor

HOUSING UPDATE – NEW HOMES






No
at any time
No loading
Mon-Sat
12.00-5.00pm
SUN



WHAT'S IMPORTANT TO YOU?

 91% Tenant Satisfaction (up from 89%)


 *“I do think WCC is generally a very good social landlord and often say so to friends!”*

 Key Priorities

 Maintaining Existing Homes

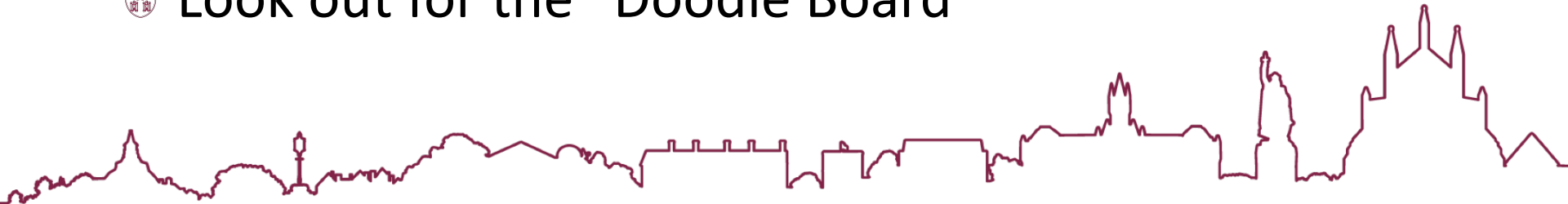
 Improving Estates

 Building New Homes

 What Should Improve? Communication/Contact

IMPROVING TENANT INVOLVEMENT

- 🏰 Duty to Consult/Involve/Empower all tenants
- 🏰 Well established involvement groups
- 🏰 Significant Voluntary Input
- 🏰 New Work:
 - 🏰 Less focus on “Street Meets”/Community Events
 - 🏰 More focus on performance review and scrutiny
 - 🏰 Surveys/on line questions
 - 🏰 More ways to say what you think! (starts in a minute!)
- 🏰 Look out for the “Doodle Board”



TENANT SCRUTINY

Services Reviewed Independently by Tenants

-  Grounds Maintenance

-  Gas Maintenance

-  Sheltered Housing

What has this achieved?

-  Grounds service being renegotiated






-  New Gas contractor appointed




-  Operational Changes to Sheltered Housing made

-  Wider Review of Sheltered now underway









WHAT'S HAPPENING NATIONALLY?

-  Housing back on the national agenda!
-  Govt announced £2 billion more for Housing
-  Debt Cap to be lifted?
-  Grant from Homes England
-  A New Ombudsman?

-  Universal Credit and Welfare Reform
-  Funding for Supported Housing
-  Increasing Homelessness

WHAT'S ON THE HORIZON FOR HOUSING?

-  Universal Credit “Roll Out” starts July
-  Changes for Sheltered Housing?
-  More Opportunities to get involved!
-  A local “Pay to Stay”
-  Should we introduce “Flexible Tenancies?”
-  600 New Homes



QUESTION TIME

