

Public Document Pack



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Chief Executive

COMMUNITY OVERVIEW & SCRUTINY PANEL SUPPLEMENT AGENDA

Date: Monday, 30 September 2019

Time: 2.00 pm

Venue: The Council Chamber, Moorlands House, Stockwell Street, Leek

Please find below an additional report which was unavailable when the agenda was published.

PART 1

7. Your Housing Group - 6 Monthly Update. **(Pages 3 - 16)**

SIMON BAKER
CHIEF EXECUTIVE

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1. Report title: Your Moorlands- Legacy Agreement Update

2. Action:

For information and noting

3. Recommendation(s)

Information and noting

4. Report of:

Sharon Wheeler – Property Manager South

5. Contact details of author:

Sharon Wheeler- sharon.wheeler@yourhousinggroup.co.uk

6. Confidential report:

No

7. Supporting documents

Appendix 1 & 2

8. Introduction

In 2017, Moorlands Housing Association transferred its engagements to Arena Housing Group. This means that governance is undertaken by those members of the YHG Common Board who govern Arena and now also have a specific oversight and responsibility for Moorlands. A legacy agreement was developed by and for

- Moorlands Housing Association
- Your Housing Group (YHG)
- Staffordshire Moorlands District Council (SMDC)

The legacy agreement is a good will agreement between Moorlands Housing Association, YHG and SMDC and sets out the condition for change to the legal structure.

This paper provides a performance and development update on YHG business areas identified in the legacy agreement and relates to business activity between April 2018 and March 2019 unless otherwise specified.

In addition to reporting to the Community Overview and Scrutiny Panel (COSP), the legacy agreement includes a requirement for a small tenant panel to be convened to join the COSP in reviewing the report. A new panel has been recruited and will be attending future meetings.

9. Housing Management

In January 2019 we rolled out a new model of customer engagement aimed at getting to know our customers better, working with customers to improve our neighbourhoods and ensuring customers had better information on their local YHG services.

- 9.1** In order to get to know our customers we arranged and completed 284 tenancy reviews in the Moorlands area between January and May 2019. This involved visiting customers in their homes to discuss their tenancy and inspect their property. The feedback from customers was very positive. The reviews were an additional opportunity for customers to flag up repair and other property related issues and also to discuss any additional help they need to sustain their tenancy. Following Tenancy reviews Property Agents took a range of action including referring customers to repairs, aids and adaptations and money advice team and also contacted services including Children and Adult Service, Fire Service and the Benefits Team.

9.2 Neighbourhood Inspections

Property Agents identified key neighbours and carried out planned and adhoc inspections to tackle issues such as ground maintenance, fly tipping and need for communal repairs. In some cases, these were done with customers, and other YHG staff.

9.3 Neighbourhood Information

Customer are provided with grounds maintenance and cleaning schedules. We also aim to provide information on when customer can expect a bathroom and/or kitchen renewal.

The project was a success and YHG have adopted the underlying principles and practical targets for staff. This includes settings targets for Property Agents around recruiting customer representatives, using tenancy reviews as customer engagement tool, this has been particularly used to good effect to address anti-social behaviour in specific blocks.

9.4 Agile Working

Staff in Moorlands are continuing to work agilely and use hubs in Leek, and Biddulph. We continue to have a weekly surgery at Moorlands House. Most of our customers contact staff by phone either directly or via Your Response.

10. Compliance

We continue to be 100% compliant in terms of domestic gas servicing, asbestos checks, electrical safety and legionella testing in our flatted blocks. Our Compliance and Facilities agents also do regular safety checks on all our communal areas.

11. Development

The Development team are currently looking at developing two sites in the Staffordshire Moorlands area.

We are working with Casey the developer to deliver an Acquisition and Works scheme. Casey have recently protected their planning permission in Sunninghillside. We are awaiting a proposal from Casey.

Development of 21 units in Cheadle (Lightwoods), for shared ownership and affordable rent. Work is on hold pending the roll in of Ascent to YHL. This is expected before end of financial year.

12. Repairs and Maintenance

Your Housing Group DLO has now fully integrated into Fix360 as Fix360 Staffordshire. Customers in the Staffordshire Moorlands were contacted to advise them of the change prior to. There are now double the number of supervisory staff tasked with driving health and safety, performance, and quality. Customers are anticipated to benefit from a more consistent approach to repairs service delivery.

Our total repairs budget for 2018/19 was £11.4m - £6.3m Repairs / £5.1m Voids.

Our total repairs budget for 2019/20 was £17.1m Total-£10.8m Repairs / £6.3m Voids

13. Asset

See Appendix 2 for asset improvement delivered in Moorlands in 2018/2019.

14. Digital Engagement

The YHG digital portal has now been rolled out across the group. All tenancy sign ups to general needs housing in Moorlands area are now digital except where this poses specific challenges for the customer due to disability or vulnerability. Digital Customers can also access the portal to manage their rent account and book a repair. We currently have 7,591 customers signed up to Your Home Hub as of Sunday 25th August. Of these, 1,202 (15.8%) customers are within the Staffordshire Moorlands area.

15. Community Regeneration

Employment

YHG have renegotiated contract with SMDC & DWP to now provide payments by results at work clubs delivered across Leek, Biddulph and Cheadle. YHG to continue to deliver work clubs across Moorlands to complete Work Routes contract in Leek, Cheadle & Biddulph.

We are also engaged with businesses and other organisations across Moorlands to provide better opportunities for customers. Work placements incentives provided.

Involved in Building Resilient Families & Communities programme to provide further employment outcomes for YHG customers.

Environmental

We identified and worked on various land parcels within the Haregate Estate in Leek which were neglected and had generated multiple complaints and had a negative impact on the curb appeal of the area. These areas have been planted up and re-turfed.

We are also considering the demolition of garages in the Queen's Drive Complex in Leek as part of a wider project to enhance the curb appeal of the site for both commercial and domestic tenants. Frontal cost £100k, rear cost £80k.

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Appendix 1 Moorlands Legacy Agreement Performance Indicators April 2018-March 2019

Area	Legacy Agreement	KPI (YTD)	Target	Actual
Housing Management	Overview of local service delivery	<ul style="list-style-type: none"> Number of lettings 	n/a	219
		<ul style="list-style-type: none"> % Void rent loss 	1.10%	1.47%
		<ul style="list-style-type: none"> Percentage of gas compliance 	100%	100%
Repairs	<p>YHG will continue with the internal provision of day-to-day, voids and planned works within the Moorlands area through its DLO or other structure which employs local labour providing this is commercially viable.</p> <p>YHG will continue to explore opportunities with High Peak and any other local opportunities to develop JV's, cost sharing vehicles or management agreements, these will only progress if the arrangement can add strength and value to the existing in house provision.</p>	<ul style="list-style-type: none"> Average time to complete repair 	8 days	10.58 days
		<ul style="list-style-type: none"> Average cost of repair 	£95	£113.74 including VAT
		<ul style="list-style-type: none"> Average time to complete void works 	8 days	Data not available
		<ul style="list-style-type: none"> Customer satisfaction with repairs service 	Data not available	Data not available
		<ul style="list-style-type: none"> Percentage of value of planned maintenance works undertaken by In House Contractor function 	0%	There has been no investment works completed by the Moorlands In-house contractor. This is due to the In-house Contractor not having sufficient labour resource to support the delivery of Capital Investment programmes.
Customer First	In accordance with the Group's			

	<p>Customer First methodology, develop and implement a YHG neighbourhood plan which will include a minimum financial investment of £73k per annum for at least 2 years (2017/19)</p> <p>2016/18 details and principles of the YHG neighbourhood plan were developed in consultation with legacy scrutiny task and finish group.</p>	<p>Update on plan including:</p> <ul style="list-style-type: none"> • Increase in customers who are economically active due to engagement with YHG activities • Increase in appeal of local neighbourhoods • Increase in local services within priority neighbourhood 		<p>63 - Customers into employment 22 - Customers into volunteering 131- Customers into training</p> <p>Narrative information see legacy paper</p> <p>Narrative information see legacy paper</p>						
Asset and Development	<p>YHG Growth Strategy</p> <p>The Capital Investment plan for 2017/18 to be developed and approved by YHG by April 2017 and annually thereafter by April each year</p>	<p>Overall expenditure to date & programme progress reporting by committed and completed spend</p> <ul style="list-style-type: none"> • Unit costs • Number of component replacements 		<table> <tr> <td>4 heating</td> <td>£14,171</td> </tr> <tr> <td>33 bathrooms</td> <td>£135,433</td> </tr> <tr> <td>13 Kitchens</td> <td>£61,659</td> </tr> </table>	4 heating	£14,171	33 bathrooms	£135,433	13 Kitchens	£61,659
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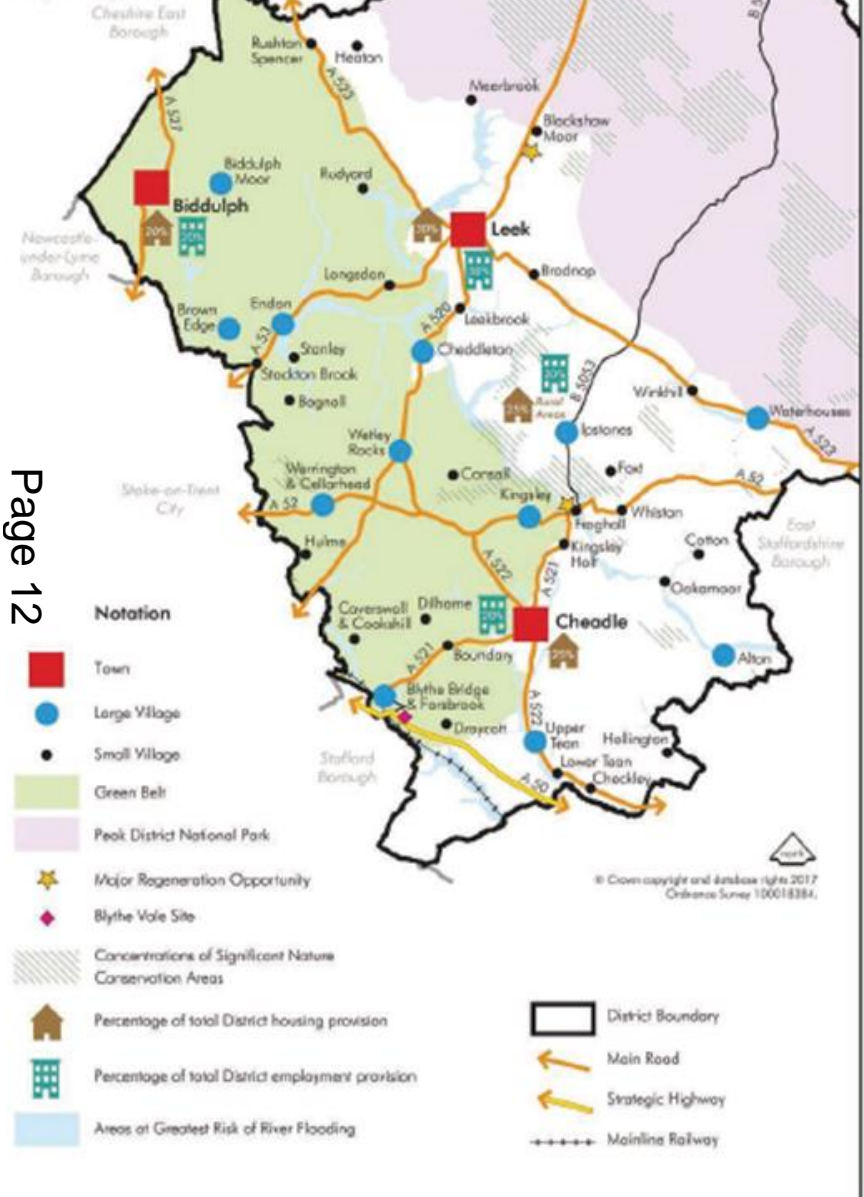
Growth Update



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September 2019

Key Diagram



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Sunninghill Drive Leek 60 Homes



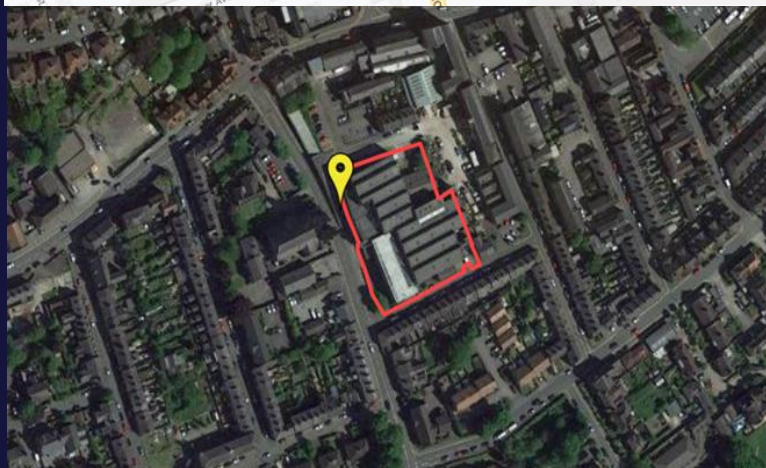
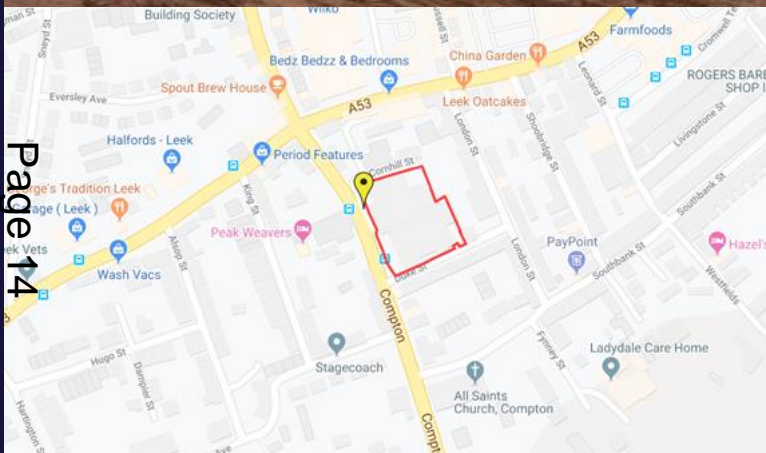
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Type: Acquisition & Works
Partner: Casey Development

Position: Active
Owner: Barnfield Hughes /SMBC

Status: Preferred Position



Propect Place Leek 57 Retirement Homes

Type: Acquisition & Works
Partner: Anwyl Construction

Position: Expression of Interest
Owner: Gladman

Status: Early Stages

Well Street Cheadle 21 Homes

Type: Land Acquisition
Partner: TBC

Position: Active
Owner: Ascent Housing LLP

Status: Option Appraisal



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