

1. Report title: Your Moorlands- Legacy Agreement Update

2. Action:

For information and noting

3. Recommendation(s)

Information and noting

4. Report of:

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5. Contact details of author:

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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.