

# Joint Parishes Meeting

15 July 2021

# Areas to discuss

- How we got here (brief history)
- East Kent Homes (super) ALMO
- Regulator of Social Housing
- Voluntary Undertaking
- New Housing Service
  - Size
  - Turn over
  - Staffing
- How the service works
- Tenants
- Performance
- Look forward

Our vision:

*to create a truly excellent service - one that is digitally enabled, easy to do business with, and where tenants (customers) are at the heart of everything we do*

# History

- EKH - ALMO 17,000 homes, FHDC, DDC, TDC CCC
- Regulatory Notice served September 2019:
  - FHDC has breached the Home Standard;
  - Potential for serious detriment to FHDC tenants, specifically:
    - Fire Safety
    - Lift Safety
    - Water Safety (Legionella)
    - Gas safety
- Voluntary undertaking to address issues

## Regulatory Notice September 2019

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### Registered Provider

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Folkestone & Hythe District Council (Folkestone & Hythe DC)  
[00CH]

### Regulatory Finding

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The regulator has concluded that:

- a) Folkestone & Hythe DC has breached the Home standard; and
- b) As a consequence of this breach, there was the potential for serious detriment to Folkestone & Hythe DC tenants.

The regulator will work with Folkestone & Hythe DC as it seeks to remedy this breach and will continue to consider what further action should be taken, including whether to exercise any of its powers.

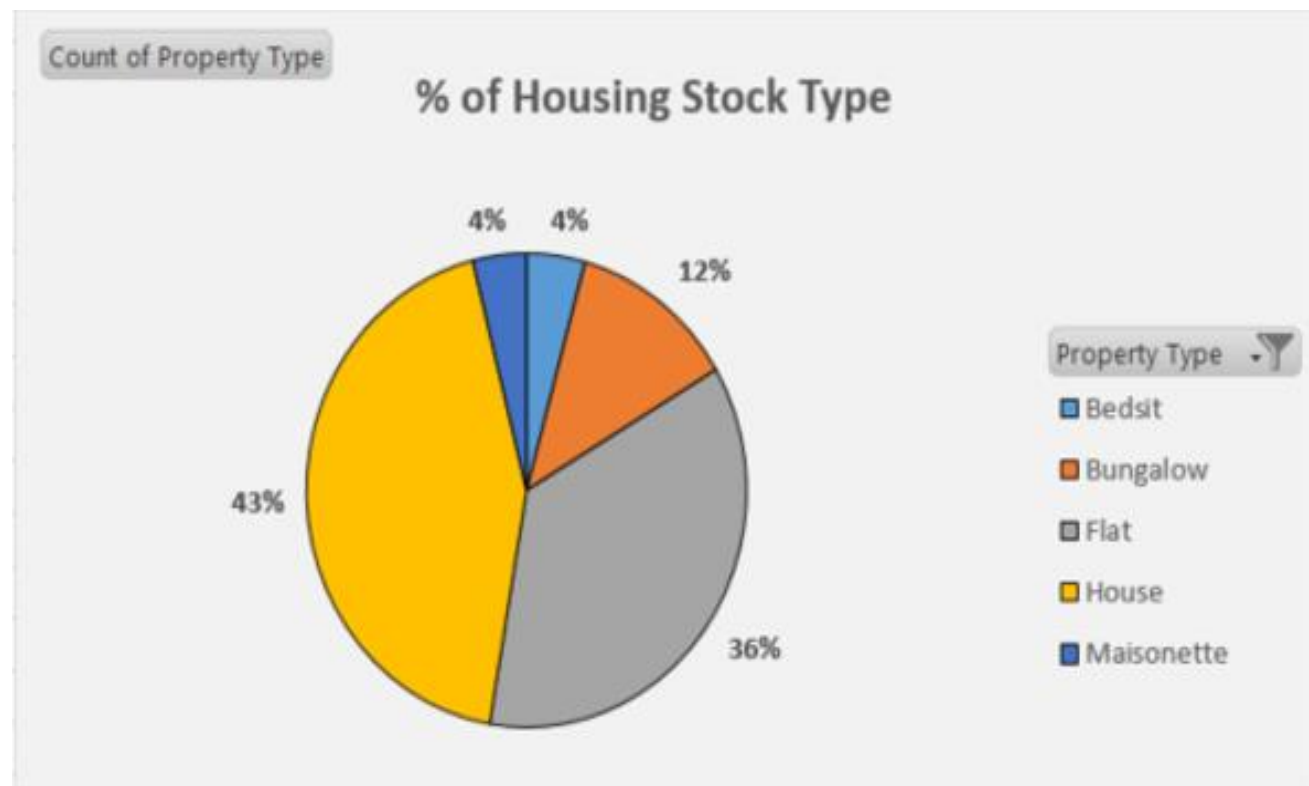
### The Case

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As a local authority, Folkestone & Hythe DC is required to comply with the consumer standards. Folkestone & Hythe DC's landlord services, including repairs and maintenance and statutory compliance are provided by its arms-length management organisation, East Kent Housing (EKH). The regulator has received information from third parties and through a self-referral made by the council to the regulator which demonstrates that Folkestone & Hythe DC, through EKH, has failed to meet statutory health and safety requirements across a range of areas namely gas safety, fire safety, electrical safety, water safety and lift safety.

# Established the new Housing Landlord Service 1 October 2020

- Manages all aspect of housing
- Council housing 3400 homes - now in house
- Private sector
- Temporary accommodation
- Rough sleeping
- Strategic housing
- 98 staff
- Income from rent £16m
- Revenue Spend £9.9m
- Capital Spend £15.8m
- Carry out 7400 repairs annually
- Let 197 homes annually



# How the service works

- Operate neighbourhood management
- Housing officer - all housing issues
- Surveyor - all repairs
- Issues reported to central call point
- Major works across the district
- Compliance H&S across the district
- New build across the district
- Sheltered schemes individual manager
- All work carried out by contractors
- Published service standards
- Published the major works programme
- Published estate walk about programme
- Published our performance



# Focus since October 2020

- Recruiting & building the team
- Improving tenant safety
- Improving performance
- Improve data integrity & reporting
- Working with the Regulator to move out of regulation
- Transfer the computer system
- New ways of working
- New policies
- Building tenant and council confidence in the new service
- Embedding the housing service within the Council
- Delivering the capital programme
- Procure stock survey
- Understanding tenant perception
- All under Covid, remote working



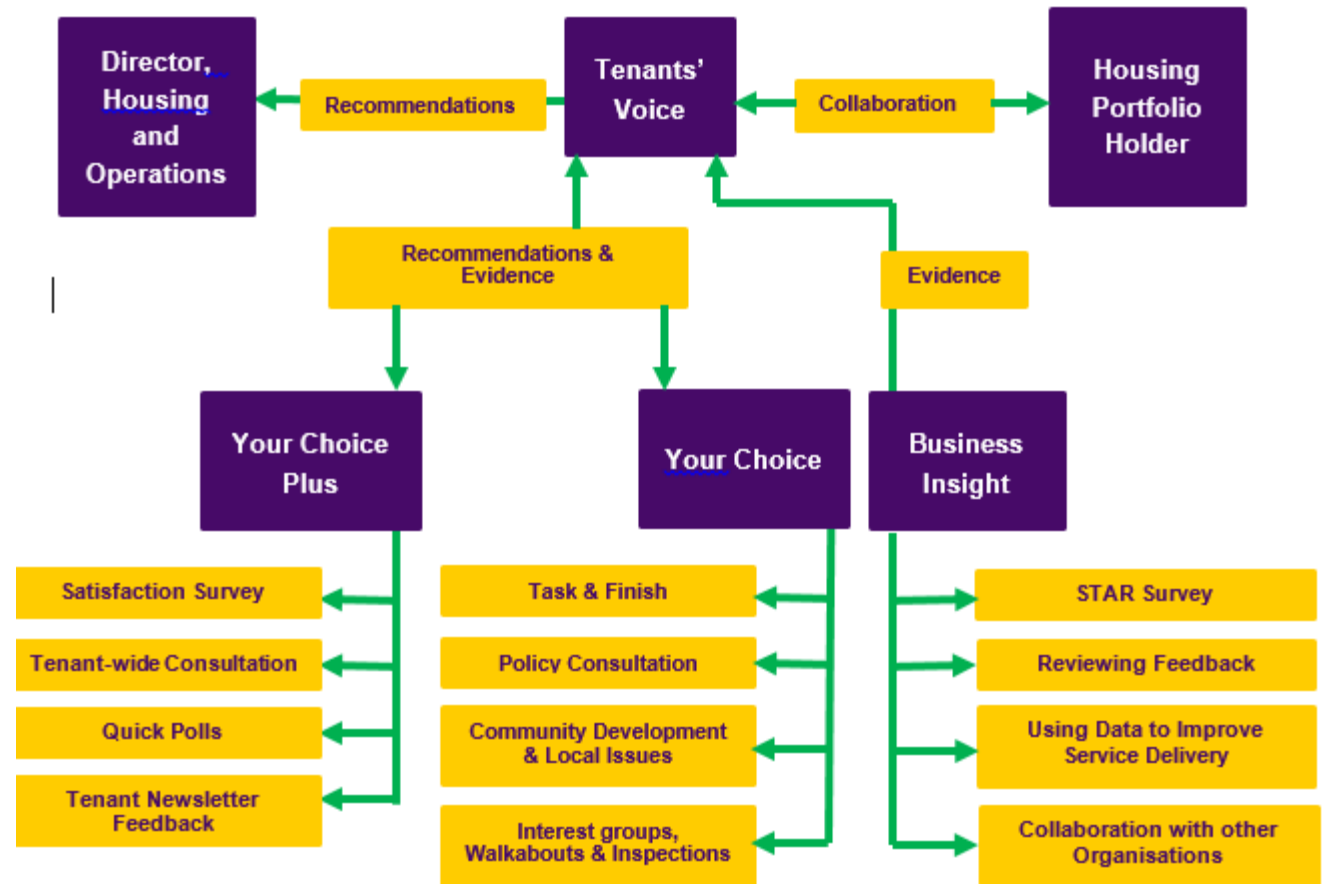
2020 STAR Survey Results

Folkestone and Hythe District Council

December 2020

# Tenants

- Hearing the tenants voice - Grenfell
- Strategic Board
- Number of tenant groups
- Purpose - hold the landlord to account
  - Scrutinising performance
  - What we do
  - How we do it
  - Links into the Council



# Performance

- Performance is good
- Reported to:
  - Members
  - Tenants
  - Published on line
  - Monitored weekly
  - Reported monthly

## Housing KPI Report

Version: 1  
Date: 11/06/2021



This report contains all the housing KPIs for HMT, Members and the Website, and is an extract from the service area reporting in the monthly performance booklet.

Month-on-month performance is shown against the cumulative year-to-date position. **Traffic Light Icon** indicates whether we are on target for the month; **Perf. Trend Arrow** indicates direction of performance from previous month

**Key:**

- On target
- With 5% of target
- Performance improving
- Performance is the same
- Off target
- No target (data only)
- Performance worsening
- Data is missing.

### Key Performance Scorecard:

Landlord Compliance	Result	Target	RAG
Percentage of properties with a valid LGSR	100%	100%	
Percentage of blocks with a valid Fire Risk Assessment	100%	100%	
Percentage of blocks with a valid Legionella Risk Assessment	100%	100%	
Percentage blocks with valid (in date) Electrical Certificate (EICR)	97.93%	100%	
Percentage of domestic properties with a valid (in date) EICR	54.54%	100% (May 2022)	
Percentage of properties Asbestos compliant (Communal)	100%	100%	
Passenger lift services completed on communal properties	100%	100%	
Repairs and Maintenance	Result	Target	RAG
Percentage of all responsive repairs completed on time	98.22%	98%	
Percentage of repair appointment kept	96.74%	98%	
Percentage of capital programme spent	16.66%	95%	

Housing Operations	Result	Target	RAG
Average re-let time all properties excluding MW	30.68	23 days	
Total current tenant arrears as % of projected income	2.14%	2.3%	
Strategic Housing	Result	Target	RAG
Number of Homelessness Approaches	133	-	
Approaches closed as 'homelessness prevented'	2.26%	4%	
Average number of rough sleepers in the period	3.5	6	
Satisfaction	Result	Target	RAG
Satisfaction with most recent repair	(92.11%)	98%	
Satisfaction with ASB case handling	-	New	New
Satisfaction with complaints handling	-	New	New



# Forward look - all linked to the vision

- Move out of regulation
- Stock Survey -100%
- Asset management strategy
  - Intelligence about the stock
- New Housing Business Plan
- New computer system
- Increased fire protection work
- Net zero carbon agenda - Retrofit - £68m
  - No gas boilers after 2025 (new build)
- Increased investment in the housing stock
- New contracts to maintain and improve homes
- Deliver more homes
  - Modern building methods
- Digital agenda
- Lots to do

[1].

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# Web site links to information referred to in this presentation.

## Tenancy Standards

<https://www.folkestone-hythe.gov.uk/council-tenancy/standards>

## Neighbourhood inspections

<https://www.folkestone-hythe.gov.uk/neighbourhood-inspections>

## Performance

<https://folkestone-hythe.gov.uk/housing-service-performance>

# Questions?