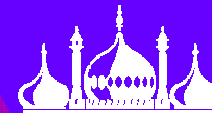


# The **Re-housing** Team

## (formerly Lettings)

12 February 2013

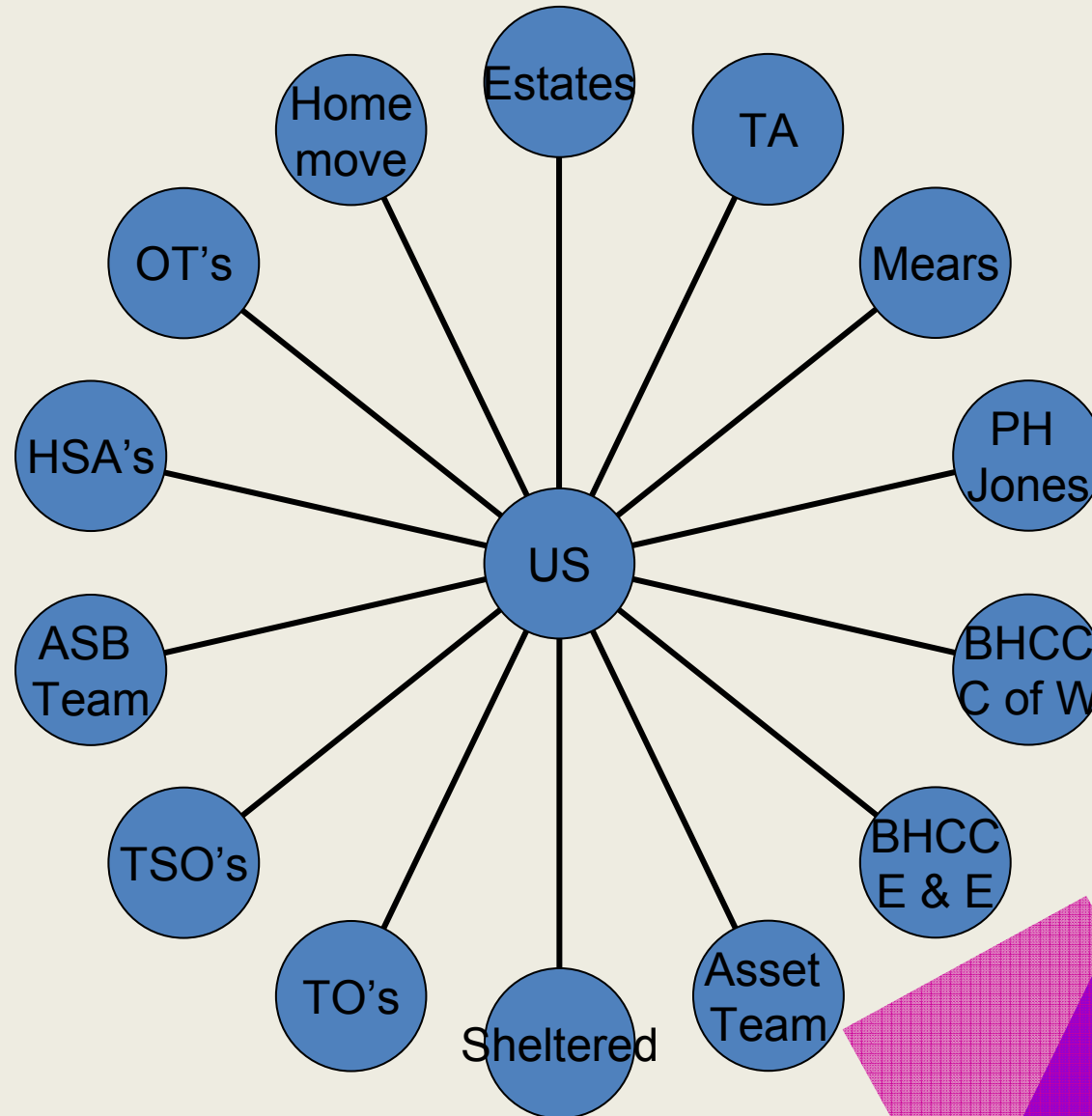


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# Who are we?

- 1 Manager; 6 Officers & 2 Administrators
- Passionate & caring
- Want to improve standard of living
- Conscientious; hard working & enthusiastic
- Knowledgeable
- Committed & compassionate
- From a variety of backgrounds

# Who do we work with?



# Policy

- Choice Based Lettings
- Sets out priorities & procedures for letting permanent council housing & nominations to Registered Social Landlords
- Applies to existing tenants & Housing Association tenants on the Joint Housing Register

# Why is it important to let empty properties quickly?

- Minimise rent loss
- Time spent in temporary or unsuitable accommodation
- Cost to the Authority of Temporary Accommodation
- Cost of empty property management
- Cost of securing properties
- Risk of fly-tipping; vandalism & squatting
- Impact on the neighbourhood; area or estate
- It creates a positive image of the Council

# Re-housing process

- Tenancy legally ends
- End of tenancy visit takes place
- Advertising
- Short listing
- Communication with Mears & Estate Services
- Contacting applicants
- Viewing
- Dealing with refusals; sign ups; agree key collection and/or decorating allowance
- Referrals to Tenancy Sustainment/Financial Inclusion Teams
- Processing paperwork & updating computer system
- First new tenancy visit within 14 days



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# Adaptations

- Equipment left & repaired where possible
- Age & condition of equipment taken into account
- Training given to Re-housing Officers by the Adaptations team
- Properties and people have a Mobility rating 1, 2 & 3

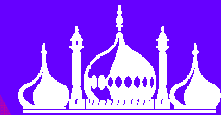


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# Local Lettings Plans (LLP's)

To make better use of housing stock or other local need

Can apply to a block of flats; estate; neighbourhood or to certain types of property



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# Local Lettings Plans in place

1. Priority to positively contributing applicants
2. Sheltered housing – priority to those who live in the same/other scheme
3. Over 50's age restricted blocks
4. Bungalows

# Definitions around performance (BV212)

## Exclusion reasons

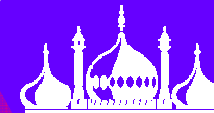
- Decanted for works
- Structural works, including floors; walls & roofs
- Safety & security of tenants e.g. asbestos removal
- Lacking amenities e.g. gas; electricity & heating
- Fire & flood
- Consequential works
- Used by police or squatted



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# Performance & comparative data

<b>Average re-let times in days - GN &amp; HfOP April to Dec 2012</b>		
	<b>Standard lets</b>	<b>Any time spent in works</b>
<b>Our result</b>	15 days	31 days
<b>Our ranking</b>	5 of 46	9 of 26
<b>Our Quartile</b>	Top quartile	2nd Quartile



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# Empty property rent loss for all re-lets

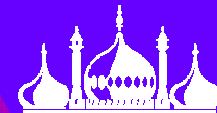
- 2011/12 – average £492 for 546 lets
- April to Dec 2012 – average £391 for 352 lets



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# Exciting initiatives

- Web staff
- Early key collection
- Discretionary Housing Payments for removal costs
- E-benefits
- Re-cycling furniture – Estate Services



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