



Broadland Housing 2020 Annual General Meeting

Wednesday 30th September 2020



A year and a bit in review!

Michael Newey, Chief Executive

Mindful ...



Almost too much to discuss!



- 2019/2020 BC
- Starting lockdown
- And now
- Advance questions
- Only headlines



2019/2020



Before Covid

- Headlines
 - Management
 - Repairs
 - Development
 - Homes for Cathy



But first thank you ..



365

tenants worked with
us to improve our
services



Housing Management



- Key numbers:
 - 527
 - 82
 - 18.87
- 100.12%



Repairs & Maintenance



- 20,385 responsive repairs
- Energy efficiency
- New kitchens
- Heating systems
- Aids and adaptations



Developing new homes



Number of new homes built

288



Delivering new homes



- **137** affordable rented homes
- **36** shared ownership homes
- **34** Intermediate rented homes
- **2** shared equity homes
- **79** Open market homes



Remembering key people in buildings!



Homes for Cathy



- No refusals on grounds of affordability
- Preventing evictions for arrears*
- Leasing homes to NCC's People from Abroad Team



Homes for Cathy KPIs



	2017-18	2018-19	2019-20
Evictions for rent arrears	18	11	3
Gross current tenant arrears	3.82%	3.75%	3.49%

Starting



Lockdown

- Staying safe
- Repair Service
- Cleaning
- Grounds maintenance
- Closing offices
- Supporting tenants
- Homelessness
- Governance



Repairs in lockdown



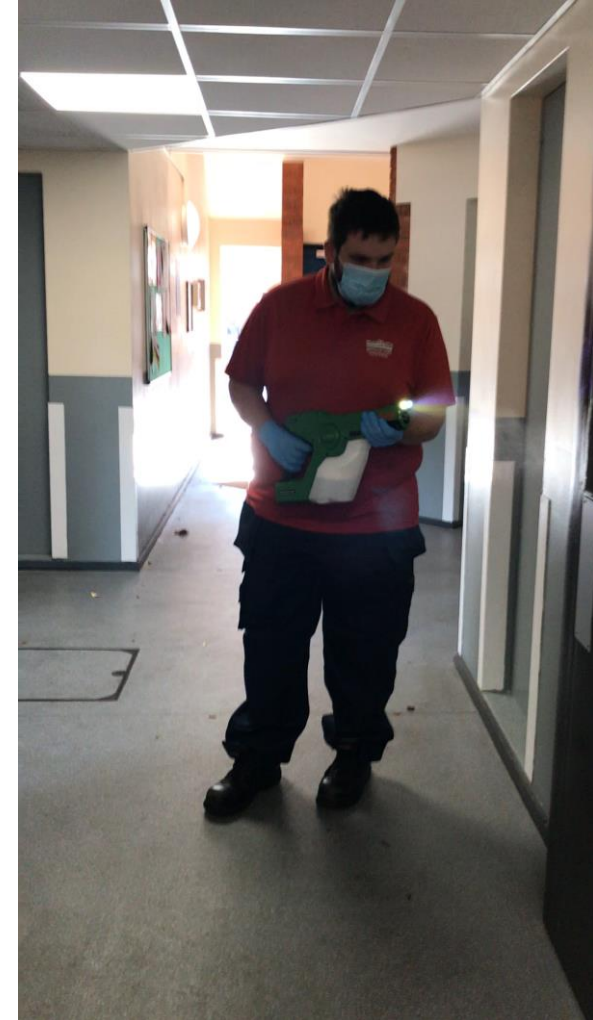
- Prioritisation
- PPE & caution
- Consultation on full resumption



Extra cleaning



- Prioritisation
 - **5460** additional sanitisation visits
- Investment in new technology



Grounds maintenance



- Safe to do
- Positive for wellbeing



Supporting and befriending



- On the phone
 - 1058
 - 450
- Deliveries
- £160,000 benefits



Responding to homelessness



- Working with Norfolk County Council
- Partnering with Kings Lynn, Norwich & Great Yarmouth



Local Authority Partnering proposals



- KLWN
 - 23 new homes (13✓)
- Norwich
 - 16 new homes (16✓)
- Great Yarmouth
 - 36 new homes



And still lobbying





Homelessness

Broadland Housing and Homes for Cathy

MEMBERS' WORKSHOP – AUGUST 2020



Housing First in Norfolk- presentation by Crisis

Housing First Norfolk Seminar

Kate Farrell – Housing Led Programmes Lead, Crisis



10:41 / 1:15:59

YouTube



New joined up approach

- Norfolk Strategic Housing Partnership
- Actively addressing homelessness together



Borough Council of
King's Lynn &
West Norfolk



GREAT YARMOUTH
BOROUGH COUNCIL



NORWICH
City Council



Closing offices



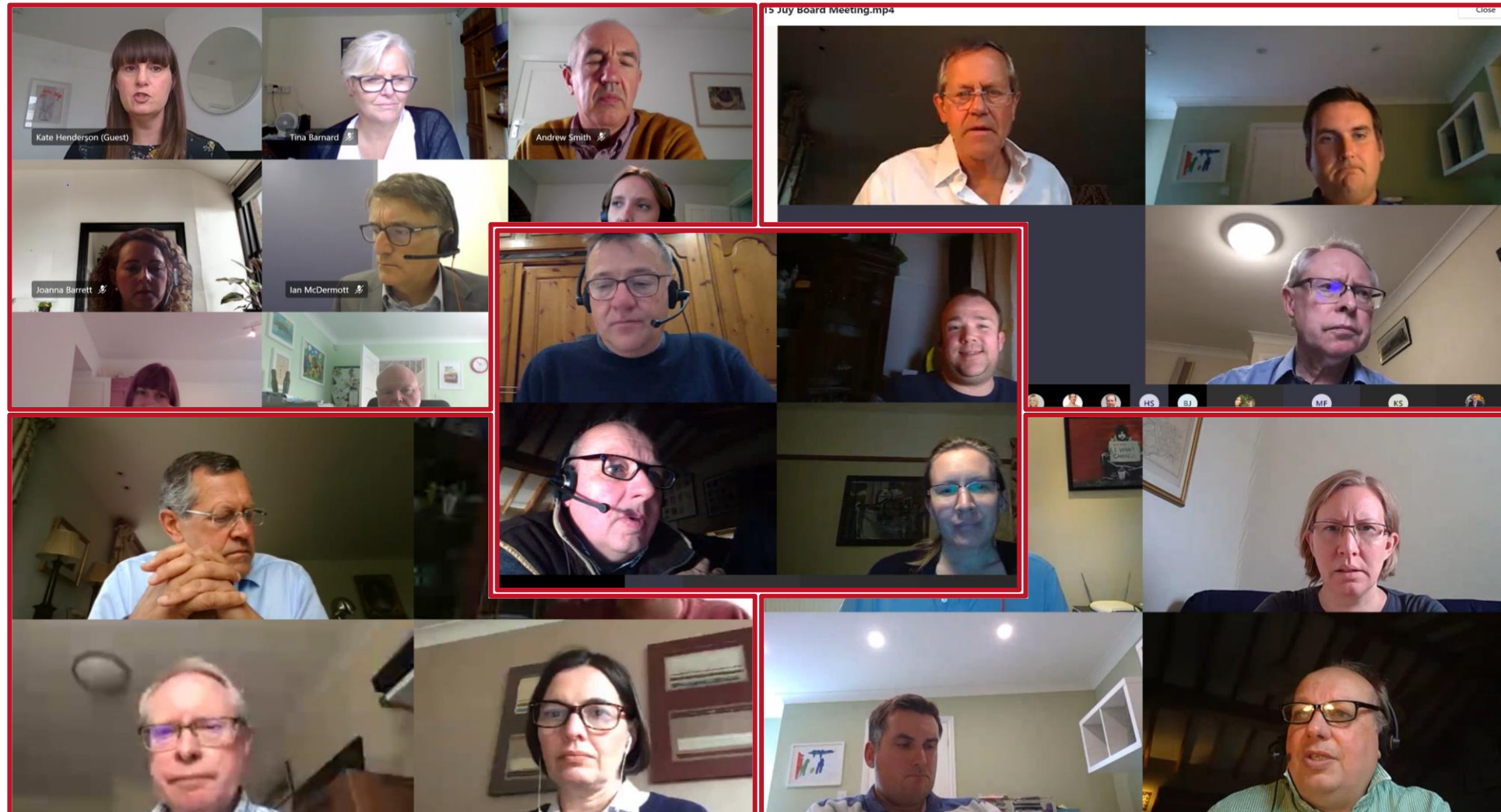
- Most visible impact
 - 18th March 2020
- Safe reopening
 - July 2020
- Restricted use now



External Meetings



Internal Meetings



Governance



- Supporting and challenging
- Meeting weekly, then fortnightly & now monthly
- Interim strategy and budget
- Big Thank You!



...And



Now ...

- Resuming repairs
- Letting homes
- Opening offices
- Delivering new homes
- Selling homes



Our current repair service



- Routine Repairs
 - Reporting Online
- Emergency & Urgent
 - Via Customer Services
- The backlog
 - Interesting!



Actively letting homes



- **91** general needs homes
- **22** Sheltered homes
- **42** Housing with care homes



A hybrid working model



- **133** people mainly working from home
- **265,000** miles saved in commuting



Still building homes



- **81** Affordable rented homes
- **20** Shared ownership homes
- **12** Open market homes



Selling homes since 1st April



Open Market

- 20 homes sold
- 28 under offer
- Still 32 to go

Shared Ownership

- 9 sold
- 11 under offer
- 10 still to sell



In conclusion



- 2019/2020 (BC) was good year
- Responded to lock down effectively
- Still working through the new normal



Advance



Questions

- Thank you to:-
 - James Temple
 - Moll Robb
 - Peter Hargrave
 - David Potten



Question



- Why doesn't BHA plan to do gas checks scheme by scheme to reduce travel?



Answer...



- We want to!
- All about availability
 - Tenants
 - And Engineers
- As well as when due
 - Voids affect the cycles



IMPORTANT!
**You missed your
annual gas safety
check today**

*You may be at greater risk of fire or
carbon monoxide poisoning - don't
delay, act today*



Question ...



- I would like a breakdown of the homes built by BHG in the financial period 2019/20 and how many were leasehold



Answer



Tenure – None leasehold	Numbers
Social*/ affordable rent	137
Shared ownership / shared equity	38
Intermediate Rent	34
Open Market Rent	0
Rent to Buy	0
Open Market	79

Question...



- Which 55 properties benefited with the installation of photovoltaic (solar) panels?



Answer ...



- Existing homes in:-
 - Ryeburn Cl. and Dowson Drive, Kessingland
 - Orchard Valley and Bungay Road, Holton, Halesworth



Question:



- Can the Board comment on how the new AHP "Right to Shared Ownership" may affect BHG's future plan/planning in the provision of much needed Social Housing?



Question



- Will BHA take advantage of Govt initiatives to build our way out of recession?



Answer ...



- Disappointment on tenures
- Caution on right to shared ownership implications
 - Maintenance
 - Loan Security
 - Transaction costs



Question



- Will we increase the work of the Tenancy Support Team in the light of Covid-19?



Answer...



- Keeping it under review
- Also expanding knowledge and understanding of other staff engaging with our tenants



Question ...



- Can BHA Board meetings hear directly on the experiences of tenants?



Answer ...



- Keen to hear experiences
 - Board members who are tenants
 - TAG / Homes Panel
 - Community Conversations
- Not complacent



Question ...



-
- Have we offered rent holidays to tenants and what has the impact been on arrears, finances and evictions?

Answer ..



- No blanket offer
- Working with financially stretched tenants individually
- Arrears up by about £70k – but was £100k

Finally ...



- Any other questions?

