

Public Document Pack

Tenant & Leaseholder Panel

To: Yaw Boateng (Chair)

Leslie Parry (Vice-Chair)

Jill Arboine, Ishia Beckford, Monica Binns, Peter Cooper, Teresa Cox, Susan Devonish, James Fraser, James Gitau, Dave Mundy, Grace Osoata, David Palmer, Guy Pile-Grey, Sheryl Read, Marilyn Smithies, Sharon Swaby, Jamil Tarik and Kim Wakely
Councillors Adele Benson, Lara Fish, Alisa Flemming, Brigitte Graham, Lynne Hale and Chrisni Reshekaron

A meeting of the **Tenant & Leaseholder Panel** will be held on **Tuesday, 18 July 2023** at **6.30 pm** in **Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX**

Katherine Kerswell
Chief Executive
London Borough of Croydon
Bernard Weatherill House
8 Mint Walk, Croydon CR0 1EA

Tariq Aniemeka-Bailey
tariq.aniemeka-bailey@croydon.gov.uk
www.croydon.gov.uk/meetings
Monday, 10 July 2023

Please note that this meeting is being held remotely. You can view the webcast both live and after the meeting has completed at <http://webcasting.croydon.gov.uk>

The agenda papers for all Council meetings are available on the Council website www.croydon.gov.uk/meetings

If you require any assistance, please contact Tariq Aniemeka-Bailey as detailed above.

AGENDA

1. Apologies for absence

To receive any apologies for absence from any members of the Committee

2. Welcome and Introductions

3. Disclosure of Interest

Members are invited to declare any disclosable pecuniary interests (DPIs) and other registrable and non-registrable interests they may have in relation to any item(s) of business on today's agenda.

4. Minutes of Previous Meeting (Pages 5 - 10)

To approve the minutes of the meeting held on Tuesday, 25 April 2023 as an accurate record.

5. Resident Engagement Framework Refresh (Pages 11 - 16)

Presented by Emma Gilpin, Tenant Participation Advisory Service (TPAS)

6. Report on Voids (Pages 17 - 24)

To include an update on the consultation regarding lettable standards, results of consultation, financial impact and step by step process.

Presented by Mary Larbie, Interim Director of Tenancy Services.

7. Update on Decent Homes Standard (Pages 25 - 32)

Presented by Kevin Hartshorn, Interim Head of Asset Planning & Capital Delivery.

8. Update on Housing Revenue Account (HRA) (Pages 33 - 34)

Presented by Orlagh Guarnori, Finance Manager.

9. Update on Housing Strategy (Pages 35 - 50)

Presented by Velvet Dibley, Senior Strategy Officer.

10. Report from resident representatives

11. Any Other Business

To discuss any other business at the discretion of the Chair.

12. Date of next meeting

17 October 2023 at 6:30pm in Room 1.01, Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA.

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Tenant & Leaseholder Panel

Meeting held on Tuesday, 25 April 2023 at 6.30 pm in Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX

MINUTES

Present: Yaw Boateng (Chair);

Les Parry (Vice-Chair)

Councillors Lara Fish (Online), Clive Fraser, Lynne Hale, Ellily Ponnuthurai and Chrishni Reshekaron (Online)

Also

Present:

Councillor Leila Ben-Hassel, Verna Francis (Senior Resident Involvement Officer, Mary Larbie (Interim Director of Tenancy Services), Tariq Aniemeka-Bailey (Democratic Services Officer), Sam Pullen (Compliance Manager Housing Estates & Improvement), Charles Baker (Head of Environmental Services & Sustainable Communities), Paul Connolly (Head of Repairs Housing Estates & Improvement), Jolene Linnane (Damp & Mould Manager), David Palmer, Jill Arboine, Dave Mundy, Marilyn Smithies, Kim Wakely, Sharon Swaby, Ishia Beckford.

Apologies: Councillor Adele Benson and Clive Fraser (Lateness)

PART A

38/23 **Welcome and Introductions**

The Panel Members, Councillors and officers in attendance introduced themselves.

39/23 **Disclosure of Interest**

There were no disclosures at this meeting.

40/23 **Minutes of Previous Meeting**

The minutes of the meeting held on Tuesday, 7 February 2023 were agreed as an accurate record.

The Chair introduced the item and invited the Head of Environmental Services and Sustainable Communities to provide the Panel with an update on waste management.

The Head of Environmental Services and Sustainable Communities conducted a presentation to the Panel, which can be found via the following link:

<https://civico.net/croydon/17473-Tenant-Leaseholder-Panel>

Councillor Clive Fraser (having already given apologies for lateness) attended the meeting at 6.57pm.

In response to questions from Panel members, officers informed the Panel that:

- The bin provision was outdated as the amount of waste produced had increased over time. Officers would review the existing structure and would formulate a plan for each estate which may require capital investment.
- Cleaning of the bins would be down to the individual manager agents and housing services. Under the current provisions the contractor was not required to clean the bins.
- The standard provision of keys should be generic across all the collection crews including fire brigade keys. Some estates may have unique keys or passcodes, officers would need to log this information for each estate so that the collection crews can collect waste efficiently.
- The replacement of bin containers currently took 10 weeks, this was an improvement but it was still outside of the Service-level agreement (SLA).
- If a bin collection was missed, then the crews would need to tag the bin and state why that particular bin was not collected. In future, officers and the collection crew would now identify the bins that weren't collected and explain to the residents why they weren't collected to avoid future missed collections. This was more challenging with communal waste collections as there was not an individual that could be approached to advise on how to prevent contamination of the bins.
- Officers would be willing to review the size of the bins on each estate, they could change the shape of the lids on the communal recycling bins but the challenge was that the apertures needed to be small to avoid contamination from black bag refuse waste.
- The frequency of collection was a challenge, but the council had tried to ensure that the frequency of collections met the average need within the borough. Officers would be able to review their service design, but it was unlikely that they would increase the frequency of collections. Officers would likely look for other innovations to try and address issues.

- Within the contract there were 29 key performance indicators (KPI's) and they were divided into waste and street cleansing. Residents had 48 hours to report a missed collection and the KPI was for the rectification within that time period. Street cleansing – rectifying streets below grade and the KPI was for rectification within 24 hours. These KPI's were reviewed on a monthly basis which fed back into a quarterly review which the contractor was measured against.
- The 79% missed bulky waste collections was borough wide, this measured the missed bulky waste collections within the SLA. If the collection was missed completely then the resident would be reimbursed however if the collection was made late then the resident would still be charged. Any refund requests would need to be reviewed on a case-by-case basis. The officer agreed to look at the service and provide feedback to the Tenant and Leaseholder Panel.
- The 731 streets that had been reported as below grade. The contractor was responding reasonably well to this however there needed to be analysis on which roads were consistently being reported and spot any other patterns in the data which may require an adjustment of resources. Fly tipping was on the rise nationally, this was predominantly discarded domestic waste. There needed to be more resident engagement from officers to clearly explain the issues with fly tipping to residents.
- Officers could request the collection crews to report the side waste that is left alongside the bins.
- Officers were able to produce heatmaps which would show them the frequency of the fly tipping in particular areas. The service providers were contracted to collect fly tipping where it has occurred, however they did not have the resources to deploy a more proactive crew which looked for cases of fly tipping instead of waiting for cases to be reported.

42/23 **Update on Mould and Damp pilot scheme for London councils**

The Chair introduced the item and invited the Head of Repairs Housing Estates & Improvement and the Mould Manager to provide the Panel with an update on the mould and damp pilot scheme.

The Head of Repairs, Housing Estates & Improvement conducted a presentation to the Panel, which can be found via the following link:

<https://civico.net/croydon/17473-Tenant-Leaseholder-Panel>

In response to questions from Panel members, officers informed the Panel that:

- The council were doing 70 stage one visits (mould visits) per week.
- A stage 1 visit consisted of a mould wash and paint to remove the spores. A Stage 2 visit would consist of remedial work such as damp

proofing and ventilation. Officers were targeting the most severe cases first and the mould spores had to be removed in the first instance for the safety of the resident. Officers would then need to assess the property before remedial works could be carried out.

- HHSRS was the housing health and safety rating system.
- Category 1 cases were potentially fatal situations where the family would have to be relocated within 24hrs.
- There was a weekly decant meeting in which officers assessed high priority cases.
- If the surveyor felt as though the property was uninhabitable then the property would be reported to officers and the resident would be relocated immediately.
- Officers only undergo stage 1 visits once, before strategizing on how to tackle the issues within the property.
- The aim was to devise a tailored plan for each family home to ensure that it was fit for purpose.
- Officers were using local intelligence and working with tenancy to identify which properties were having problems with leaks.
- Officers had been working through the backlog of the cases in their damp and mould inbox.
- Officers were in the process of increasing their voids specification, the surveys included a ground survey of the gutter, but they did not currently include an inspection of the lofts due to health and safety risks as the officer would often be alone.
- Officers had taken money from the capital budget to enable them to provide 2000 properties with new fans as well as conduct remedial work.
- Officers aimed to visit a reported property within 6 days however they currently achieved this in 20 days due to the volume of cases, but they had increased the size of the team to meet the demand.

43/23 **Report on new fire regulations**

The Chair introduced the item and invited the Compliance Manager - Housing Estates and Improvement to provide the Panel with an update on the new fire regulations.

The Compliance Manager conducted a presentation to the Panel, which can be found via the following link:

<https://civico.net/croydon/17473-Tenant-Leaseholder-Panel>

In response to questions from Panel members, officers informed the Panel that:

- Officers were unsure whether emergency lighting was going to be installed as part of the new fire regulations.
- Officers would consider alternatives to the use of drop keys.

- Croydon did not have a housing specific fire policy, however, officers were currently drafting a housing specific fire policy.
- The London Fire Brigade had a zero tolerance on items stored in communal areas.
- Officers wanted to draft a communal areas policy; this would likely be completed within three months before being shown to residents for consultation.
- Scooters were a major fire hazard when being stored in the hallways. The possibility of storing these internally or externally had been explored but this was not straightforward as the layout of certain housing estates made this difficult.
- The Council had carried out 100% of their inspections over the quarter, these inspections were conducted by the compliance team. The council had several options on how to conduct future inspections, the Council could sub-contract the inspections or hire apprentices who could be trained to conduct inspections.
- The data and the outcomes from the inspections would be collated and provided to the performance monitoring group.
- The front door to a block was not a fire door, fire doors were internal doors.

44/23 Report from resident representatives

The Chair explained to the Panel that he represented Croydon Council on the Association of Retained Council Housing (ARCH) and that the next ARCH conference was in September.

The Chair stated that he also sat on the Stop Socialising Stigma Committee and had been invited to speak on issues to do with stigma at the social housing conference in May.

45/23 Any Other Business

46/23 Date of next meeting

Tuesday, 18 July 2023 at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

The meeting ended at 9.00 pm

Signed:

Date:

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Croydon Council

Tenant and Leaseholder Panel update

Re-engineering engagement – refreshing and embedding resident voice throughout the organisation.

18.07.23



Tpas: The tenant engagement experts

We're Tpas. England's leading tenant engagement experts. We're dedicated to improving tenant engagement standards across the country. We bring tenants and landlords together through a wide range of services, independent and impartial advice, support, consultancy, and training.

Whether you're a tenant or landlord, we're here to provide you with the skills and knowledge you need to work together. Because together, we can have constructive conversations that enable you to arrive at informed and cost-effective solutions for improving services, saving money, and bringing real and long-lasting change to communities. Together we can find a way.

The key benefits

We can help you:

Harness the strategic benefit of tenant engagement – enable your tenants, providing them with the skills, training, and information they need to make a positive contribution to your business.

Get trusted, independent, impartial support – the very best advice and support, from a leading expert, dedicated to achieving excellence in tenant engagement

Ensure tenants play a key role in improving your business – enable tenants to help you reassess services, reduce costs and deliver cost-effective solutions that bring real and long-lasting change to communities.

Enable your staff – keep up to date on best practice, and develop the skills and knowledge to get the very best from tenant engagement

Keep up to date – get the latest on national standards and best practice for tenant engagement in England

Create a platform for constructive tenant conversations – ensure that tenant conversations are handled in a way that maintains transparency, respect and trust, and drives your business forward.

Get your voice heard nationally – ensure you and your tenants' concerns are raised at a national level to influence housing policy.





Introduction

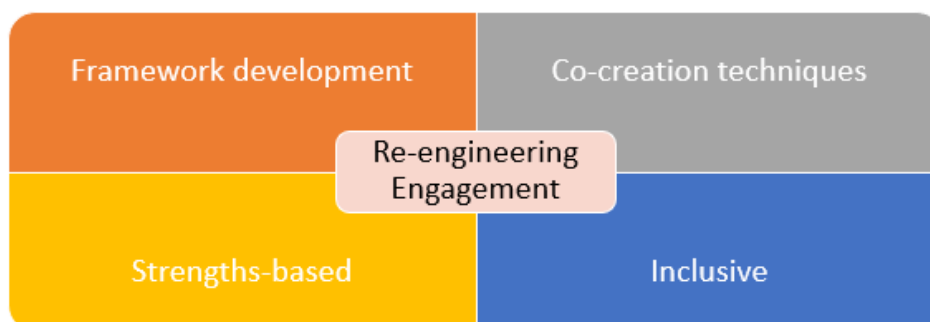
As national experts in resident engagement we have developed a robust and effective strengths-based methodology, leading to evidence-based frameworks that are deliverable and that also satisfy the Regulator for Social Housing. We will support Croydon Council to develop their strategic framework, revised strategy, and action plan for resident engagement, enabling you to build on and increase your capacity for effective engagement utilising our robust, tried and tested ‘re-engineering’ approach amended and added to in order to meet your specific requirements.

Our work remains focussed on the key purpose of any engagement and influencing activity, and is centred on outcomes that:

- Improve services; or
- Improve Value for Money (VFM); or
- Build stronger communities.

Methodology

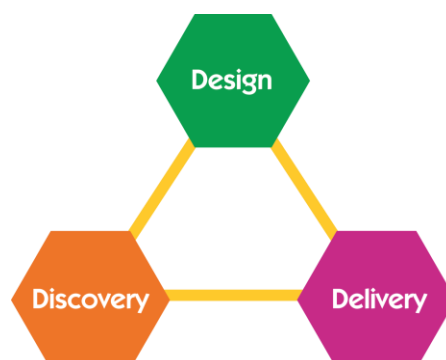
We will start with engaging an inclusive and representative group and involving them using strength-based techniques, identifying what works well and then use this to co-create a framework that enables resident influence to be embedded throughout the organisation, and importantly demonstrate the value of resident influence as a catalyst to enable cultural change if required.



Using our well-tested 3-D approach, our aim is to:

- Identify key principles
- Develop a blueprint of your new framework
- Provide a final report including an outcome focussed action plan (if required, or use our findings to produce your own)

3-D approach: Tpas 2020





Discovery

Having regard to the voices of all residents must remain a key feature of all the design work. Within the Discovery sessions we will carry out research with key stakeholders to understand the detail of what is already working well, continuing to use a strengths-based approach. Using these techniques keeps participants motivated and focused on successes. This research is undertaken virtually using the Zoom platform, through [Appreciative Inquiry](#) sessions, and for Croydon will include our usual 'discovery' workshops alongside additional meetings and observations as requested to include:

- Home Improvement Board
- Tenants and Leaseholders Panel
- Other involved residents
- Staff members
- Non-involved residents

During the Discovery sessions we will also invite participants to volunteer to become involved in the Design phase. Successfully identifying volunteers to work alongside us to co-create ideas that will influence your overall approach and working collaboratively with each other will increase the likelihood of the right approach being developed.

Design

Considering what we have learned during the Discovery element we will undertake further activities to enable the Design of a refreshed service. This will include:

- A programme of co-creation sessions with volunteers from the Discovery phase to co-design the new approach, leveraging in our detailed knowledge of what excellence looks like from our expertise.
- Drafting a new engagement framework and taking it back to the design volunteers for sign off.
- A full report presenting the findings and recommendations of a newly designed approach, including draft action plan (unless you wish to develop the action plan yourselves).

At initial Design stage we will also work with you to build learning from this project alongside best practice into the development of your new Resident Engagement Strategy due to be presented to Cabinet in September.

Delivery

We recognise that sometimes delivering change is the most difficult element of taking a Discovery, Design and Delivery methodology and we therefore suggest that we could support you through this, by:

- Developing the structures supporting the new model, some of which may include functions as well as groups, where participants may be more fluid.
- Developing any new insight collection techniques
- Training and advising staff and other stakeholders.
- Mentoring and chairing
- Assessing progress



A key component of this phase is the continued involvement of stakeholders, and it is possible that the same group involved in the Design phase would be interested in overseeing Delivery, taking on a governance role and ensuring you remain committed to your original vision.

Our Delivery Team

The project will be project managed and support by Emma Gilpin (National Consultancy Manager) with delivery by Cath Davies (Tpas Associate), and input from Jenny Osborne Tpas Chief Executive and Alison Inman, Tpas Board Member.



Emma is a National Consultancy Manager and has been working in association with Tpas for many years. She is a qualified Broadcast Journalist and communications/resident engagement specialist with extensive experience including the BBC and across a range of public and charitable sector services, working as a Senior Manager at a Housing Association with responsibility for resident and community engagement, resident communications, open spaces, and communal areas.

She offers facilitation, training, and support in all areas of resident engagement, scrutiny, engagement strategy and framework development, community development and communications. Emma has delivered Tpas' Behavioural Insights work and has developed successful methodology to draw out residents' experiences and, using a behavioural lens, translate this into actionable insight.

Cath Davies, CIHM, Tpas Associate has worked in social housing for over 30 years and will deliver this project alongside Emma. For over 10 years, she has been providing freelance consultancy services to housing associations and local authority housing departments in England and, since 2017, also in Ireland. Cath specialises in supporting social landlords in developing and improving key housing services and functions.



With experience at both operational and strategic levels, Cath has worked with dozens of social housing landlords and tenants in a range of capacities. For example:

- Carrying out service reviews of housing management services, bringing an informed, robust (but friendly!) critical challenge that drives service improvements. Where required, reviews involve individual tenants, tenant groups and tenant scrutiny panels
- Supporting landlords to redesign services so as to improve service delivery
- Supporting and facilitating policy and procedure development
- Designing and delivering housing management training
- Interim management – most recently Director of Housing

Coupled with excellent communication skills, Cath's experience enables her to provide consultancy services that support organisations in improving services. Cath is also a PRINCE2 qualified project manager.

Emma and Cath will be supported by Tpas Head Office-based staff as necessary, ensuring that the project runs smoothly and to time, within budget.

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Voids - Croydon

- The effective management of void properties is a key priority for Croydon Council-
- Reduce void numbers
- Reduce income loss
- Provide homes for Croydon residents in temporary accommodation & tenants
- Meet quality lettable standards
- High levels of tenant satisfaction

Voids Step by Step Process

- **Responsibility of the end to end void management process does not sit within one single service team, it spans across a number of teams.**
- **The end to end to end process must be effective, clear, transparent and unambiguous**
- **Allow for effective performance reporting, monitoring and management**
- **The end to end process must be robustly managed and accountability clear**

Teams involved in Croydon

- Tenancy
- Repairs (day to day)
- Repairs (Voids)
- Repairs (Damp and mould)
- Asset management
- Capital
- Allocations
- Lettings

Accountability

- **End to end process starts with Tenancy ends with lettings**
- **Responsibility reflected in clear tasks with targets**
- **Will be built into Northgate NEC Housing Management System**
- **Reporting – provides clear performance information/ opportunities to learn**
- **Process flow for voids to Asset management to Capital – targets**

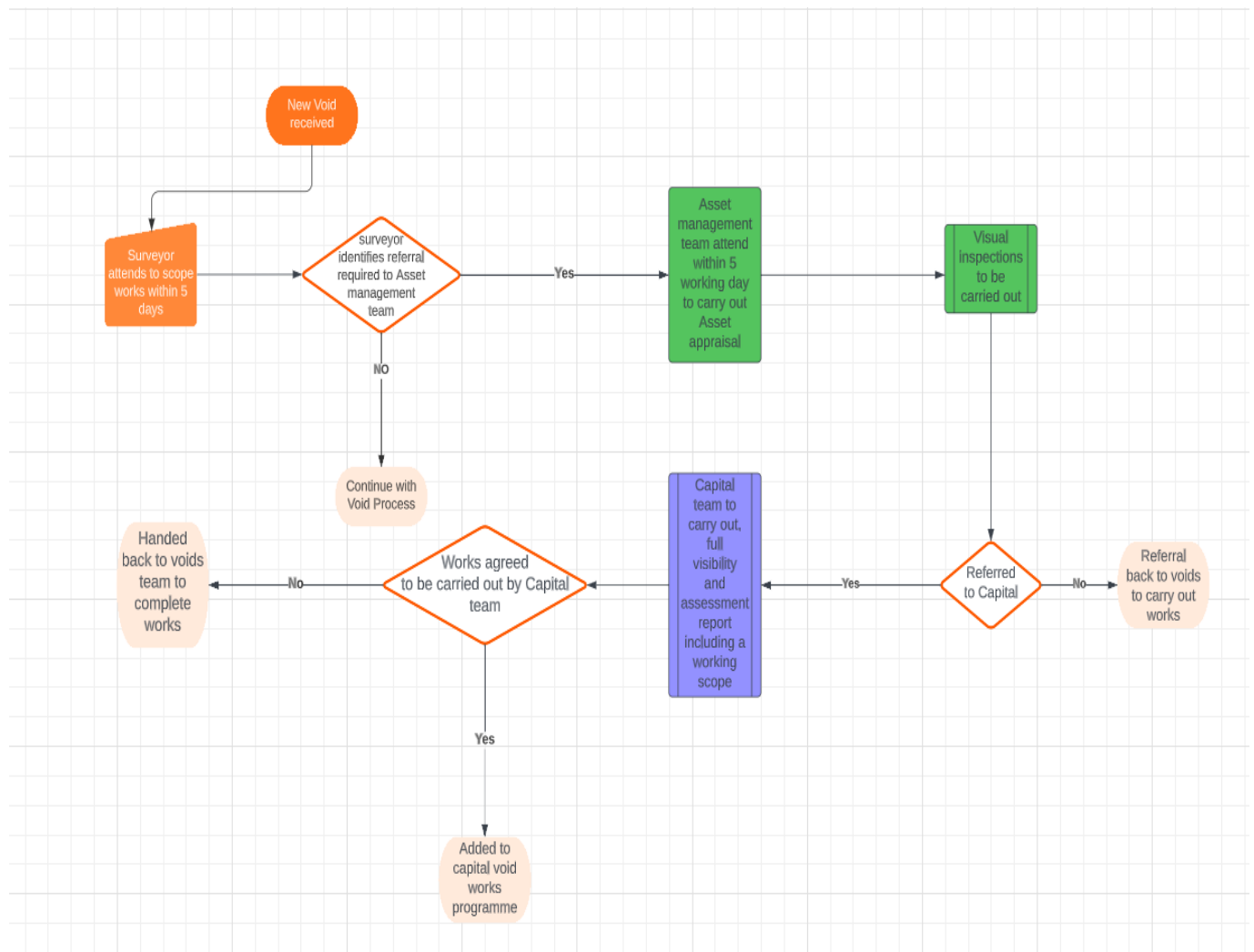
End Target

- **35 days**
- **Quality performance information**
- **Impact 23/24 - Backlog**
- **Process adaptable and flexible**

Thank you for listening

- Any questions

Process flow for voids to Asset management to Capital delivery



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Decent Homes Standard

A target for housing quality

The beginning

- Established in 2000 to improve housing stock and provide better standards of home for residents
- Target of 2010
- DHS last updated in 2006 and assessed against 4 measures
- Applies to all social housing (except leasehold) including Private Rented Sector (2002). Landlords also now expected to comply with Homes (Fitness For Human habitation) Act 2018
- Placed renewed emphasis on effective asset management

Early years of DHS

- Rent caps meant standard was financially unachievable
- Gvt made funding options available (stock transfers, ALMO's)
- Several allowed to extend beyond 2010 target

Remains a core aspect of Home Standard

Criterion (Decent Homes): *should be free of category 1 hazards, and must be in a 'reasonable state of repair':*

one or more key building components are old and, because of their condition need replacing or major repair: two or more other building components are old and, because of their condition need replacing or major repair.

key building components

- external walls;
- roof structure and covering;
- windows/doors;
- chimneys;
- central heating boilers;
- gas fires;
- storage heaters;
- plumbing; and electrics.

two or more other building components are old and, because of their condition

Or, a dwelling is considered not to meet this criterion if it lacks three or more of the following facilities:

- a kitchen which is 20 years old or less;
- a kitchen with adequate space and layout;
- a bathroom which is 30 years old or less;
- an appropriately located bathroom and WC;
- adequate external noise insulation; and
- adequate size and layout of common entrance areas for blocks of flats.

How to achieve DHS (and plan major works investment)

- Good data - Stock Condition Surveys (Asset Management Database)
- Feasibility Studies: ie. Atlanta Court, Handcroft Road Estate
- Updated Asset Management Strategy
- 1, 5 & 30 Year HRA Business Plans
- HRA Capital Programme Budget Setting
- Must be sustainable in the long term: work should not be done in isolation from wider mixed-community schemes, regeneration and sustainable homes & communities

Weaknesses of the Decent Homes

- Standard is open to interpretation including HHSRS
- Outdated
- No penalty for failing the standard
- No overall consistency with how it is reported
- Encouraged selection of lower value remedies
- Flawed data = flawed reporting
- Early investment now putting pressure on current business plans
- Review is long overdue...

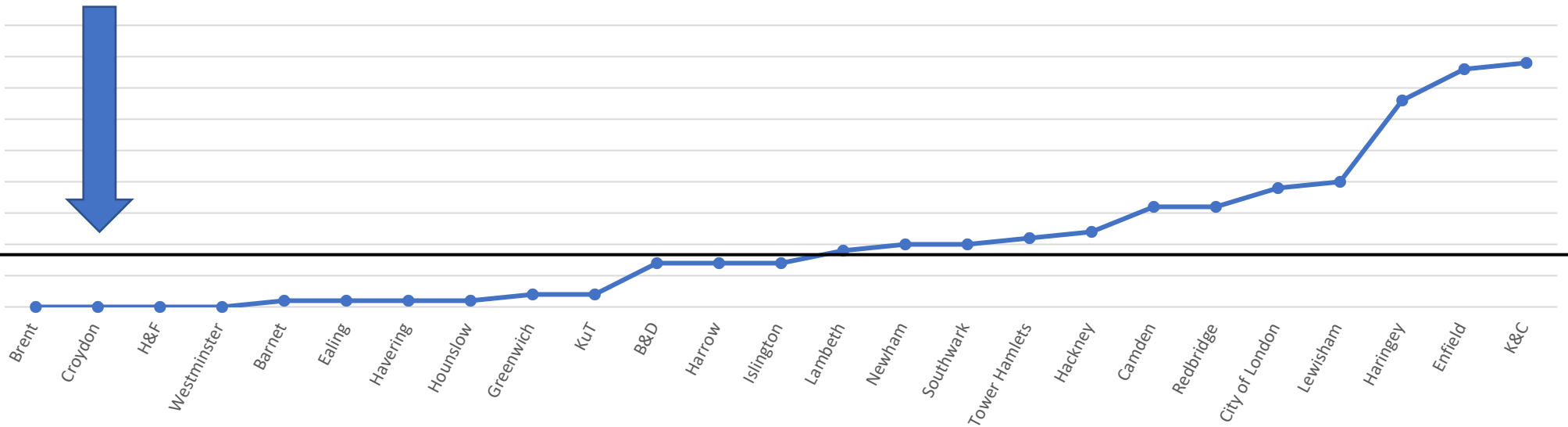
LBC performance

	No. properties
System failures	18
Cat 1 HHSRS	2
	20

0.13% stock

The proportion of London Borough homes which were non-decent (%) as at 31/3/2022

Page 30



London average 9%

Competing budget priorities

- ongoing repairs & maintenance
- Building safety
- Net zero aims

Refresh of the DHS - Social Housing white paper

DHS 2 –the future standard?

New regulations/standards

- Fire safety Act 2021
- Building Safety Act 2022
- Clean growth strategy
- Future Homes standard
- Smoke and CO regulations

More modern thinking?

Ventilation – security – TMV's – window restrictors – water efficiency – green spaces – digital connectivity – resident engagement – waste management



HRA – Update on opening of the books exercise

- Since 2019/20, accounting practice has led more spend being charged to the HRA than should have been. As Susmita outlined previously, charges were made to cost centres that are within the HRA ring fence that were not core to providing a HRA related services. The current leadership has made significant efforts to ensure that the integrity of the HRA ring fence is not breached.
- The leadership brought in CIPFA to provide HRA bespoke training to all departments to ensure the compliance becomes embedded across all departments within the council. The training was recorded and slides from the sessions are available for staff and will be loaded onto Croydon Learning for ease of access for all staff.
- Service Level Agreements (SLA's) are being drawn up for the current financial year and future years. The SLA's must meet the requirements that the guidance sets. If not the SLA's will not be approved and will be rejected and the costs will need to be met from the GL
- The Council is in the process of updating its 2019/20 and 2020/21
- The accounts for these prior years will then be updated and the corrections to the HRA/GF charges will be made resulting in a transfer to HRA reserves from the GF
- External auditors are currently completing the audit of the prior year accounts
- Once completed the 2022/23 accounts will be published and will be available on the council web site
- [https://www.croydon.gov.uk/council-and-elections/budgets-and-spending/accounts-and-payments/financial-accountsancial accounts](https://www.croydon.gov.uk/council-and-elections/budgets-and-spending/accounts-and-payments/financial-accountsancial%20accounts) | Croydon Council

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Update on the Housing Strategy 2023-2028

Tenant & Leaseholder Panel July 2023

Contents

- Why do we need a Housing Strategy?
- National challenges
- Key Housing Statistics for Croydon
- Engagement on our priorities and objectives
- Our current performance
- Our five priorities
- Next steps

Why do we need a Housing Strategy?

To set the strategic vision for a new service which responds to internal factors:

- Council-wide financial restrictions
- Government intervention
- Breach of the Regulator's standards in relation to Regina Road estate
- Delivery of the Mayor's Business Plan 2022- 2026
- Delivery of the Housing Transformation Programme

To respond to the changing regulatory context for social housing and housing need:

- Social Housing Regulation Bill
- Renters Reform Bill
- Awaab's Law
- Fire Safety Act 2021
- Building Safety Act 2022
- Revised standards for social housing (Consumer and Decent Homes standards)

Why do we need a Housing Strategy?

To respond to national housing challenges:

- Cost-of-living crisis
- Increasing unaffordability of the private rented sector
- Net-zero commitments for social housing
- Inflationary costs of construction and global materials shortages
- Barriers to local authority housing delivery
- Poor standards in both social and private rented homes

Key housing statistics for Croydon

- Croydon has the highest number of households in London 152,900
- In Croydon, average house prices were 11.88 times average earnings
- Both the average private rented sector rent and median house price in Croydon are lower than the London averages
- Census 2021 data tells us that most households in Croydon own their own homes (56.1%) whilst 26% of households rent from the private rented sector, and 17.9% rent from the Council
- As of January 2023, there were approximately 6,979 households on the Council's housing register which represents an increase of 5.9% since January 2022
- The average wait time for a Croydon Council property between 2016 and 2021 was five years and 11 months

Engagement on our priorities and objectives

- 20 sessions held with residents across the borough to identify the vision and mission of our housing services
- Rent consultation survey to identify priority service areas for tenants and leaseholders
- Consultation survey shared with the following groups:
 - All staff
 - All Members and Croydon MPs
 - Housing Improvement Board members
 - Visitors to Croydon libraries
 - Voluntary and community sector groups
 - Housing associations
 - Housing Improvement Board members

Planned

- Online engagement session planned for residents and partners (17th July)
- Update on the Housing Strategy 2023- 2028 presented to Tenant & Leaseholder Panel (18th July)

Our current performance



51% Well maintained home



44% Anti-social behaviour



63% Safe home



40% Easy to deal with



59% Repairs - Last 12 months



39% Listens & Acts



52% Time taken - Last repair



52% Keeps you informed



48% Repairs - Overall satisfaction



55% Treats fairly & with respect



49% Communal areas clean & well maintained



45% Positive contribution to neighbourhood



21% Complaints handling

Our draft priorities & Objectives

What do they mean to you?

Priority: listen to our residents and provide good housing services

- Work with residents to transform the housing service and develop easy to access, modern housing services with residents at the heart.
- Effectively manage our supply of properties to minimise wait times and improve the customer experience.

Priority: work with our partners, residents, and landlords to ensure that homes in the borough are safe, secure, and energy efficient

- Ensure our homes meet revised decent homes standards and are safe, warm, and dry.
- Work with anti-social behaviour and waste collection services to make our communities and neighbourhoods cleaner, safer, and healthier places to live.
- Work in partnership with landlords and property agents to ensure private rented sector homes are safe, energy efficient, and meet wider regulatory standards.

Priority: enable people to lead healthy and independent lives in their homes and communities

- Secure housing options for vulnerable residents, including older people, and residents with additional needs and disabilities, which support their independence.
- Support care experienced young people and children and families assessed as vulnerable into appropriate housing.
- Enable our residents to stay safe in their homes.
- Prevent and tackle homelessness and rough sleeping.

Priority: maintain the supply of affordable homes that meets the diverse needs of residents in Croydon

- Make the best use of Council assets to secure affordable housing options.
- Develop the skills and resources within the Council to maintain the supply of affordable homes.
- Strengthen relationships with our affordable housing providers including housing associations, developers, and investors.

Priority: work with our partners and the local community to make best use of resources and manage demand for housing related services

- Collaborate with statutory, community, and voluntary sector partners to improve resident access to housing services.
- Prepare for the future to ensure our homes in the borough meet the needs of our diverse communities.

Next steps

July 2023	August 2023	September 2023
<p data-bbox="163 344 805 505">Online Resident & Partner Engagement Session 17th July</p> <p data-bbox="163 548 805 682">Tenant & Leaseholder Panel 18th July</p> <p data-bbox="163 719 805 853">All Member Briefing 19th July</p> <p data-bbox="163 891 805 1025">Homes Scrutiny Sub-Committee 24th July</p> <p data-bbox="163 1062 805 1196">Online Survey Consultation closes 24th July</p>	<p data-bbox="950 339 1595 1190">Feedback from tenants, leaseholders, residents, partners, members and staff is incorporated into the final Housing Strategy draft</p>	<p data-bbox="1709 701 2354 872">Finalised Housing Strategy presented to Cabinet 27th September</p> <p data-bbox="1709 943 2354 1078">Housing Strategy 2023- 2028 goes live</p>

Thank you

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