

a proud community; where residents can call a safe, clean and attractive borough their home.

POLICY COMMITMENT

1. Deliver an ambitious and diverse programme of building: increase the supply of high quality market and affordable housing.

During Quarter 2, we saw 74 affordable homes completing across several sites.

The largest number of completions this quarter took place at Bridge Close where WKHA took handover of 26 homes.

GBC took handover over of Admiral Beatty House 24 units all for Affordable Rent

A further 15 homes for Shared Ownership were completed at Cable Wharf by TCH, as well as a further 9 for Shared Ownership on Phase 3 at Springhead by Moat.

A breakdown of affordable homes delivered during Quarter 2 in terms of type and size is detailed below:

Affordable Rent

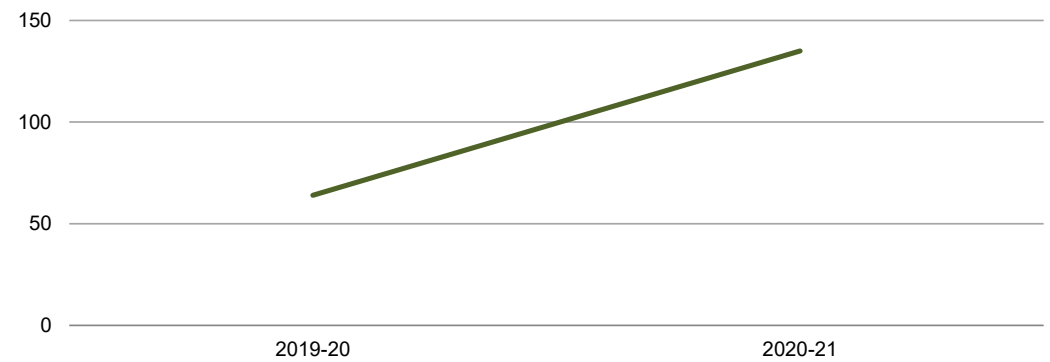
- 12 x 1 bed flat
- 12 x 2 bed flat
- 4 x 2 bed house
- 2 x 3 bed house

Shared Ownership

- 4 x 1 bed flat
- 11 x 2 bed flat
- 13 x 2 bed house
- 16 x 3 bed house

PI 15 Gross number of affordable homes delivered

	Q1	Q2	Q3	Q4
2019-20	Annual indicator			64
2020-21				135
2021-22				
2022-23				



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2. Enforce a high quality of private housing: work with landlords to tackle property standards, empty homes and homes in multiple occupation.

During Q2, the Empty Property team successfully helped return a number of properties back into use:

- Saxon Close, Northfleet - returned to use 28.06.2021. A long term empty property, attracting the premium Council Tax rate and was subject to neighbour complaints. Officers first visited the property in January 2019 and found it to be in a very poor external state and did not appear to have been visited in several months. Officers immediately made contact with the Owners. With regular communication and assistance from officers, the property was cleared, both internally and externally and returned to use as a rental property.

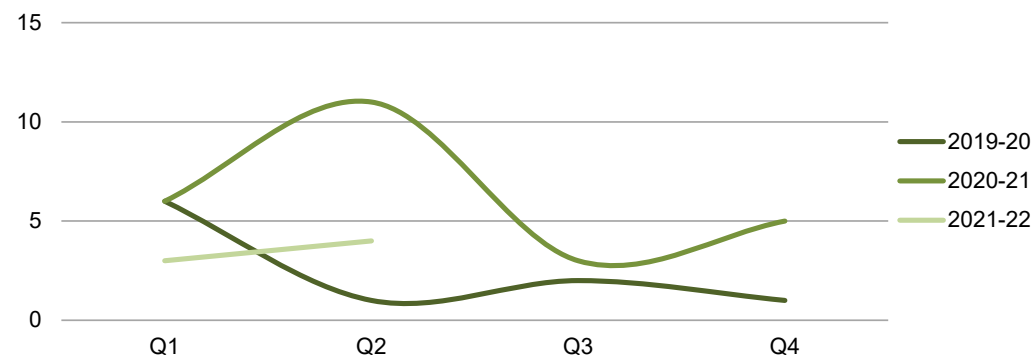
- Gouge Avenue, Northfleet – returned to use September 2021. Property was subject to neighbour complaints that the property had been abandoned and was attracting vermin. Officers visited the site, traced Owner and subsequently met on site. Advice on KNUE loan scheme and assistance offered. Owner has now reoccupied property.

- John's Road, Meopham – returned to use 16.09.2021. Site visited carried out after neighbour complaints. Property was undergoing building works. Officers contacted Owner to enquire future plans for the property and offer assistance. Property was sold and new Owners now in occupation.

- St James' Road, Gravesend - returned to use 07.09.21 Site visited carried out after neighbour complaints. Property was undergoing building works and waiting for planning permission. Officers contacted Owner on various occasion to ascertain plans for the property, along with several site visits to monitor progress. Owner has no reoccupied property.

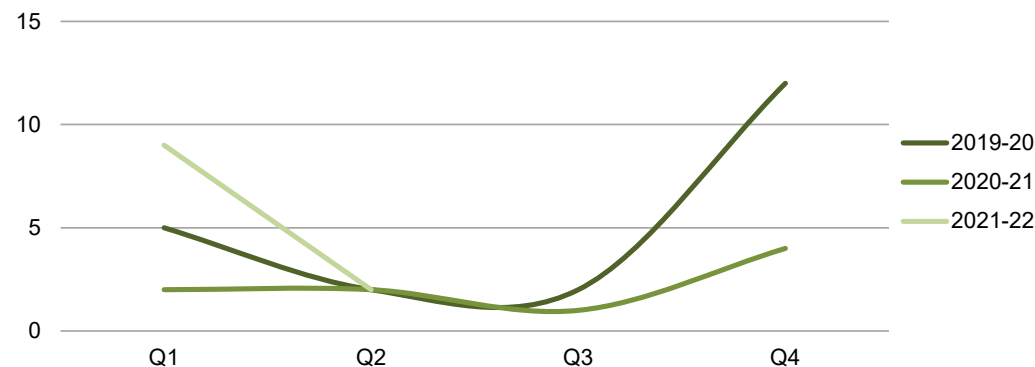
PI 16 Total number of empty private sector homes brought back into occupation

	Q1	Q2	Q3	Q4
2019-20	6	1	2	1
2020-21	6	11	3	5
2021-22	3	4		
2022-23				



PI 17 Total number of private sector homes brought up to standard

	Q1	Q2	Q3	Q4
2019-20	5	2	2	12
2020-21	2	2	1	4
2021-22	9	2		
2022-23				



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3. Provide a proactive, supportive and financially efficient housing service: high quality tenant management experienced through a service making full use of its assets.

The time taken to re-let council housing during Q2 has increased, but this is mainly due to issues with supply of materials and resourcing issues as experienced by the Repairs Team and contractors.

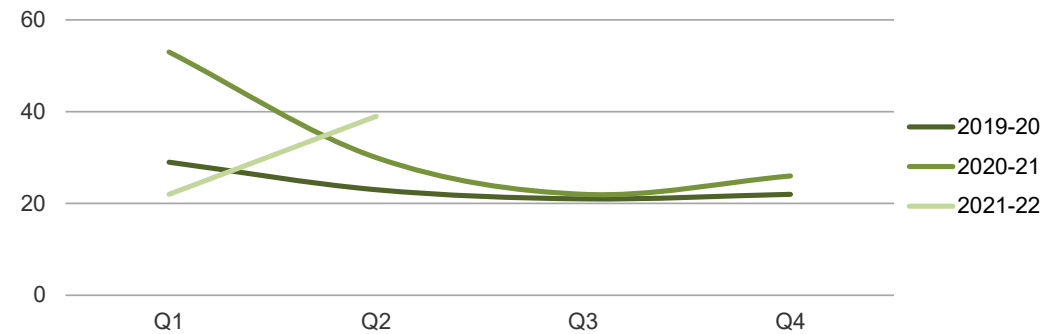
The structure of the Housing Management Team has changed slightly over the last quarter bringing in an additional layer of management support in the form of Housing Team Leaders to the team. The Housing Officers now directly report into the Team Leaders which has provided greater case management support for the team, helping them to tackle many of the complex cases we receive in a really proactive and supportive manner for our tenants, ensuring that we addressing any breaches of tenancy in a timely and effective manner.

The Sheltered Housing Team have worked closely with our tenants to support them to re-open the communal spaces in their schemes following the easing of lockdown restrictions to ensure that communal areas remain safe, secure and that the tenants feel confident using the spaces again for social functions.

The Housing Income Team continue to ensure rent is collected in a supportive and empathetic manner, providing assistance to tenants who are having difficulty paying their rent. They continue to achieve this by working with a multitude of agencies to ensure that tenants are getting all of the support and help they need. Whilst we have started referring rent arrears cases to court again, as we have to protect our income and our assets, these cases have only be referred after significant intervention and support from our Housing Income Team.

The Tenant Engagement Team have continued to facilitate and deliver the Covid Support Fund to our tenants who have found themselves in financial hardship as a result of covid. This has included providing food vouchers to tenants to enable them to use the money they would normally spend on food to pay things such as their heating bill instead. The team have also supported other agencies with tenant engagement within the borough over the quarter, helping to facilitate consultation events such as the redevelopment of parts of the riverfront at Northfleet.

PI 18	Average time taken to re-let council housing (days)			
	Q1	Q2	Q3	Q4
2019-20	29	23	21	22
2020-21	53	30	22	26
2021-22	22	39		
2022-23				



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4. Safeguard residents: put in place a package of housing measures and creative interventions that support the most vulnerable.

Disabled Facility Grants

The Council continues to offer the Disabled Facility Grant programme to homes eligible for assistance that comply with the wider remit of the Better Care Fund. There has been considerable progress made in Qtr 2. Qtr 2 there were 98.4% of grant application processed on time from receipt of the official application. Out of the 61 processed there was 1 grant which took 15 days to process.

Temporary Accommodation

There are 142 households in TA of which 9 are rough sleepers accommodated. 61 of those households are in Gravesham stock with the remaining in nightly paid accommodation. There are currently 36 households outside of the Gravesham borough. There is significant work taking place to reduce the use of nightly paid accommodation and we have most recently arranged a planned move for 13 households out of nightly paid. There are 9 households in accommodation through the rough sleeping service. We are soon to move people in our new funded supported accommodation which offers 10 bed spaces and 4 multi purpose emergency bedspaces. There has been a rise in approaches to Gravesham and there are a number of factors for this including; the lift of the eviction ban, relationship breakdown and domestic abuse since the new Domestic Abuse Act was implemented.

Private Sector Housing

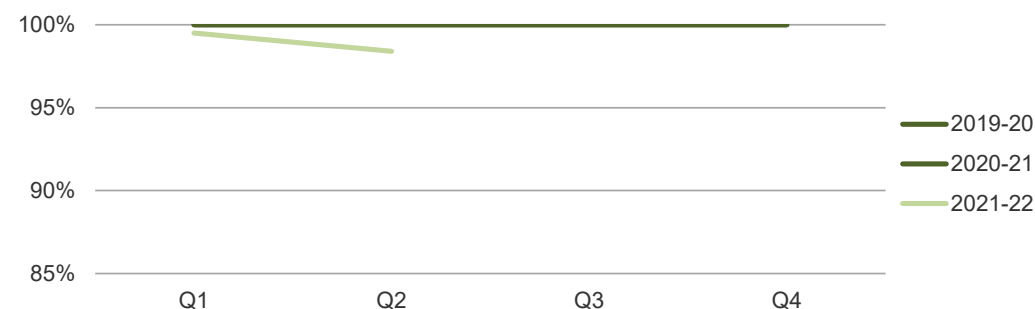
There is an increase in service requests at the present time. We are now approaching the busiest time of year and are seeing an increasing number of cases caused by inlet of water into roofs and other structures, possibly indicative of the nature of the weather and downpours. This will also give rise to damp and mould cases normally seen during the colder months, coupled with the increase in energy bills adding to potential problems.

Allocations

There is a rise in the number of days to relet council homes and there are a combination of reasons for this including staff shortages & customers refusing homes. The Service Managers are working together to review the voids process to ensure the transition between services is robust and effective.

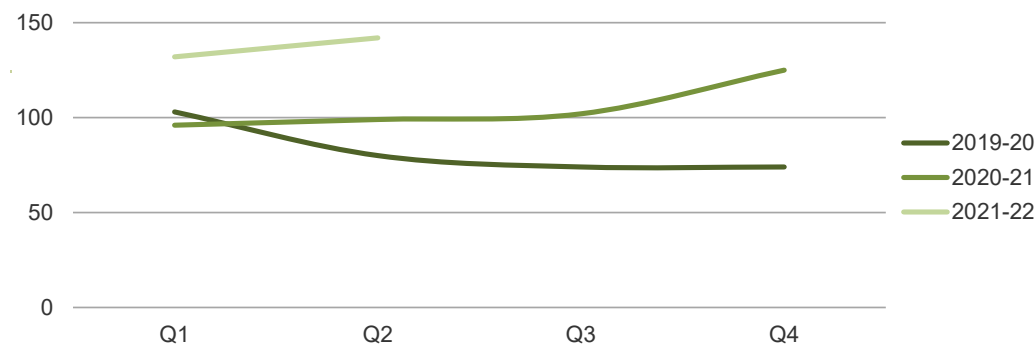
PI 19 % of Disabled Facility Grant applications processed on time

	Q1	Q2	Q3	Q4
2019-20	100%	100%	100%	100%
2020-21	100%	100%	100%	100%
2021-22	99.5%	98.4%		
2022-23				



PI 20 Total number of households in temporary accommodation

	Q1	Q2	Q3	Q4
2019-20	103	80	74	74
2020-21	96	99	102	125
2021-22	132	142		
2022-23				



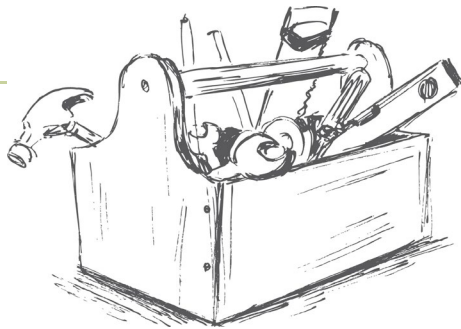
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5. Deliver a skilled in-house building management team: progressively improve the standard and efficiency of local housing.

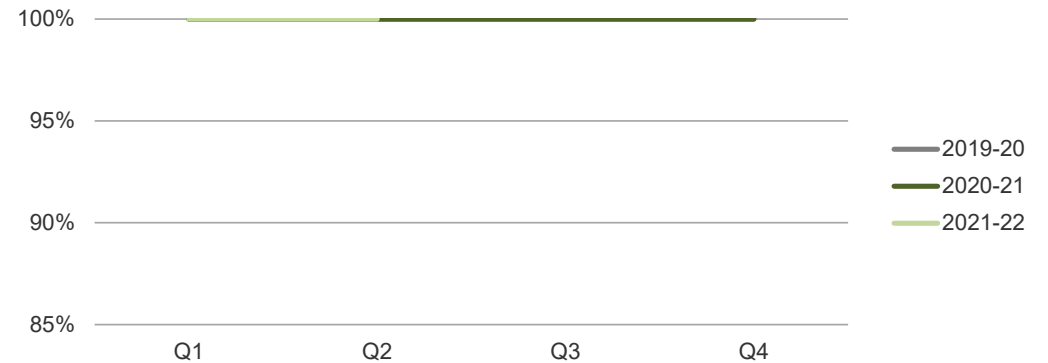
The service has continued to face additional pressures following the easing of restrictions earlier in the year and are still receiving a high volume of work across repairs and voids. However the service has reacted well and completed 6,300 repairs jobs and 70 empty properties were brought up to a lettable standard.

Customer satisfaction has also remained high with 99.9% of tenants saying they were happy with the repairs which had been carried out.



PI 21 % of emergency jobs completed on time

	Q1	Q2	Q3	Q4
2019-20	100%	100%	100%	100%
2020-21	100%	100%	100%	100%
2021-22	100%	100%		
2022-23				



PI 22 % of council properties with valid gas safety certification

	Q1	Q2	Q3	Q4
2019-20	100%	100%	100%	100%
2020-21	99.6%	99.5%	99.8%	100%
2021-22	100%	100%		
2022-23				

