

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 3, we saw 42 affordable homes completing across several sites.

The largest number of completions this quarter took place at Watermans Park where Sage and Orbit took handover of 32 homes.

A further 10 homes for Shared Ownership were completed at Springhead Parkway by Moat.

A breakdown of affordable homes delivered during Quarter 3 in terms of type and size is detailed below:-

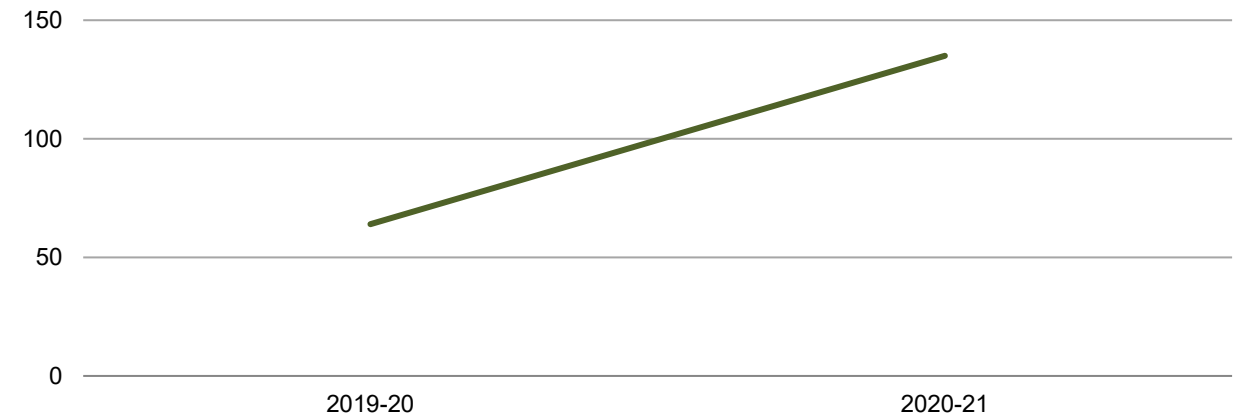
### Affordable Rent

- 9 x 2 bed houses
- 6 x 2 bed flats

### Shared Ownership

- 8 x 2 bed houses
- 19 x 3 bed houses

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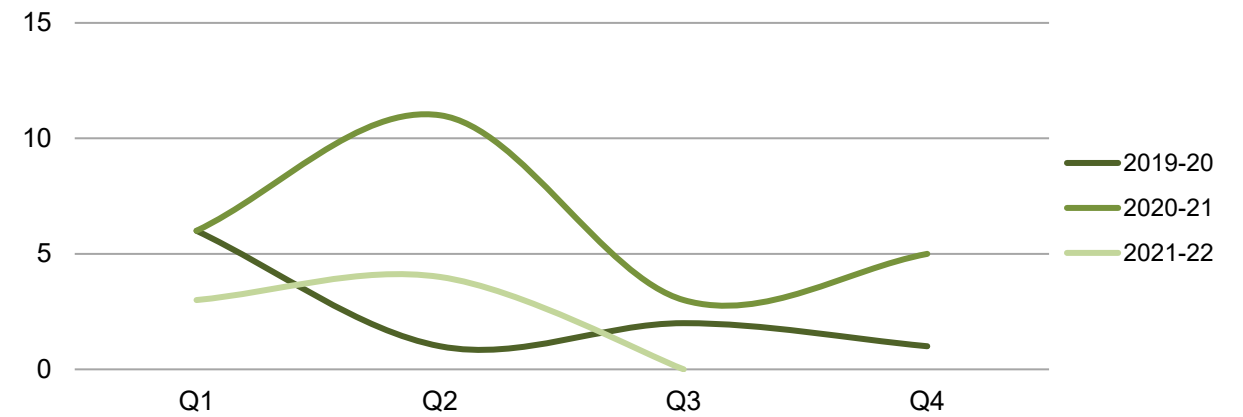
**2. Enforce a high quality of private housing:** work with landlords to tackle property standards, empty homes and homes in multiple occupation.

Private Sector Housing - Homes bought back to standard

There has been 1 home bought back to standard within this quarter. This relates to Flat 6, 100 Darnley Road and this premises had a number of interested parties who were provided copies of the notice.

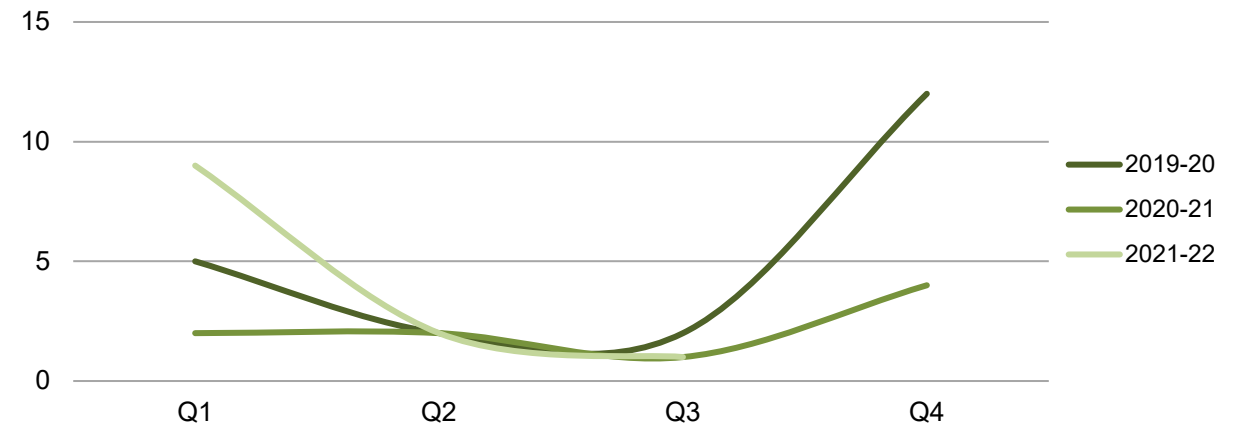
PI 16 Total number of empty private sector homes brought back into occupation

|         | Q1 | Q2 | Q3 | Q4 |
|---------|----|----|----|----|
| 2019-20 | 6  | 1  | 2  | 1  |
| 2020-21 | 6  | 11 | 3  | 5  |
| 2021-22 | 3  | 4  | 0  |    |
| 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  | 1  |    |
| 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.

Unfortunately, there has been an increase in the number of days taken to re-let housing due to a combination of covid-19, supply chain and resourcing issues. This is not unique to Gravesham and something that most social landlords are experiencing at this time. All Service Managers from within the Housing Directorate will continue to work closely together to try and help mitigate the impact in the future.

The new structure of the Housing Management Team has continued to embed over the last quarter with the team really benefitting from a greater management support. As a result the team are proactively tackling their complex cases and tenant contact is increasing. This has resulted in a reduction in complaints and an increase in compliments for the team.

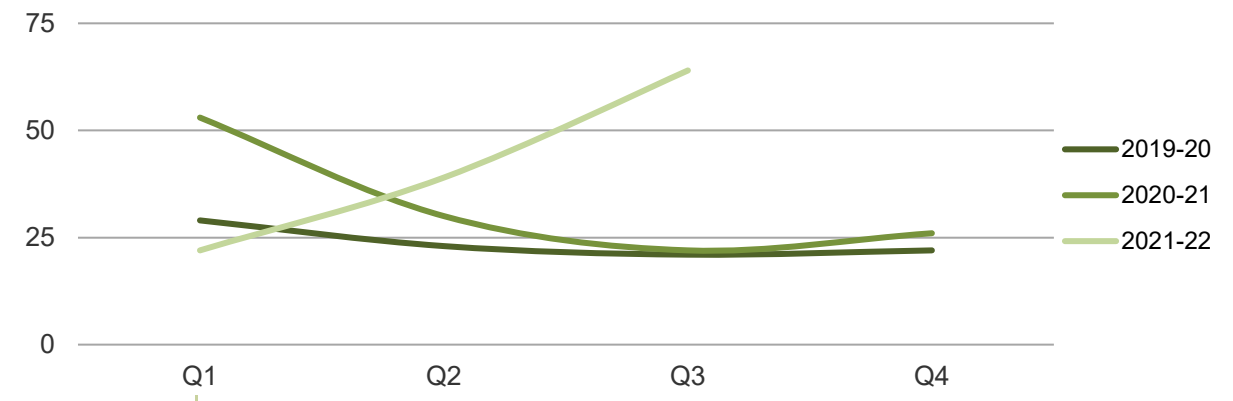
The Independent Living Team have worked closely with our tenants to ensure that the service we are providing to tenants swiftly adapts to meet the ever changing covid situation, with a focus on continuing to provide a frontline service that meets tenants needs, especially for some of our most vulnerable tenants.

Rent arrears have decreased over the last quarter as the Housing Income Team continue to proactively ensure rent is collected in a supportive and empathetic manner, providing assistance to tenants who are having difficulty paying their rent. The team have utilised being able to progress cases to court again for those who actively choose not to pay their rent and as a result have been able to increase rent collection.

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 utility bills. The team have also led on an engagement project at St Patricks Gardens and surrounding areas, consisting of door knocking, survey completion and an onsite consultation event to understand what improvements tenants would like to see in the area that they live.

A Tenant and Leaseholder Engagement Strategy has been drafted based on tenant consultation, which will be shared with tenants and leaseholders for further feedback and comments before being finalised and published. The strategy sets out what we aim to achieve over the next three years.

| 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 | 64 |    |
| 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 Facilities Grant

There were 25 new full applications received in quarter 3 all of which were processed within the standard set 20 day time scale. All applications were also processed within Gravesham's 10 day target.

### Temporary Accommodation

The Housing Options Service has seen a steady flow of households approaching the local authority for assistance who claim to be in threat of being homeless within 56 days. Usual homeless patterns suggest this quarter is the quietest however there have been 434 new cases opened within the service for this quarter. Reasons for homelessness range from losing a privately rented tenancy to relationship breakdowns with family and friends and an increase of domestic abuse.

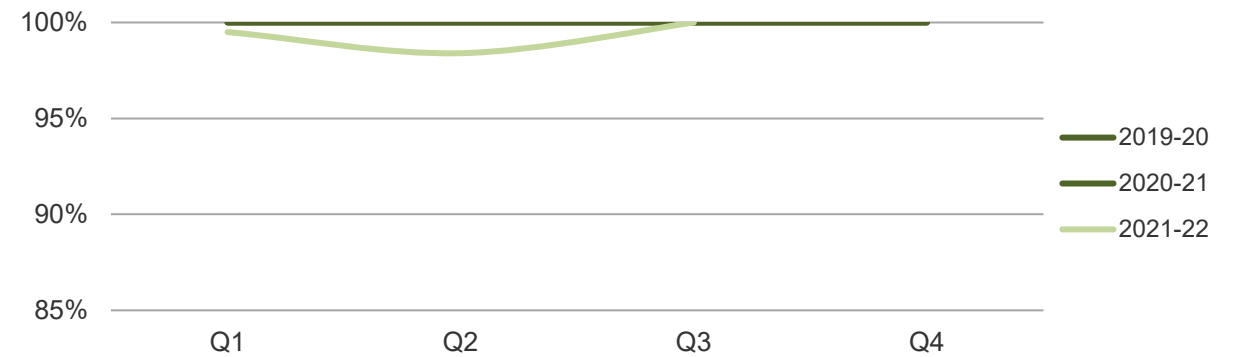
There are currently 159 households in temporary accommodation at 31 December of which 77 are in social stock and 82 are in nightly paid accommodation.

### Allocations

There has been a rise in the number of days to allocate homes that has been contributed by the significant demand within the service combined with the lack of resources within this team. This quarter saw 3 new recruited Allocations Officers who have all had to undergo training. The service manager is reviewing the processes following this quarter's performance and there will be changes being made to improve this indicator and ensure we robustly provide housing promptly to the residents of Gravesham.

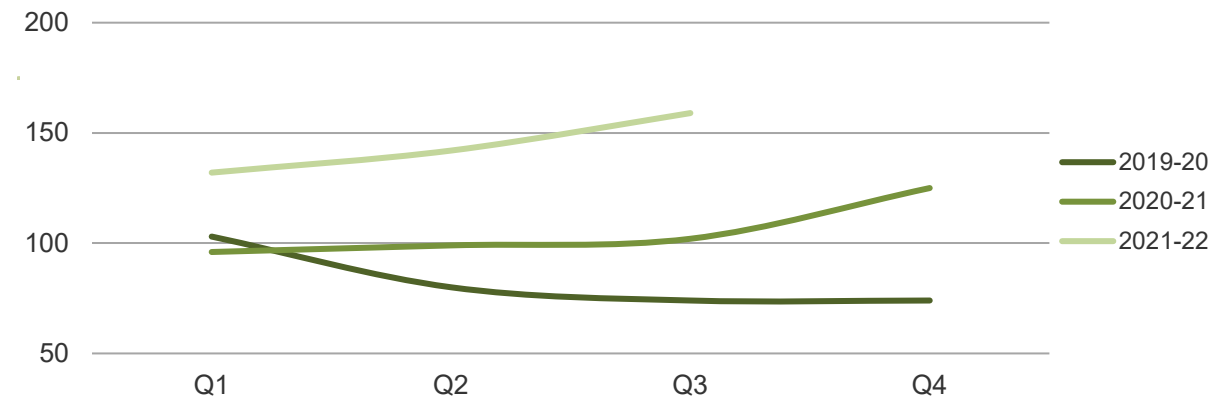
## PI 19 % of Disabled Facility Grant applications processed on time

|         | Q1    | Q2    | Q3   | Q4   |
|---------|-------|-------|------|------|
| 2019-20 | 100%  | 100%  | 100% | 100% |
| 2020-21 | 100%  | 100%  | 100% | 100% |
| 2021-22 | 99.5% | 98.4% | 100% |      |
| 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 | 159 |     |
| 2022-23 |     |     |     |     |



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

Q3 was particularly busy for DSO Building Management with an increase in day-to-day activities but also the delivery of some large projects and new initiatives that included:

- \* Roofing - upgraded and replaced flat roofs of three blocks of flats at St Andrews Court together with some structural repairs at high level;
- \* UPVC Windows & Doors - replacement of windows inc. front & back doors of 50 houses;
- \* Cyclical Decorating - completed external decorating of 222 houses at various locations. Also completed external & communal decorating of 16 blocks of flats;
- \* Aid & Adaptation - fitted x7 domestic stair lifts part of capital works and completed 47 small installations such as grab rails, steps etc;
- \* Rear Access ways - repaired and resurfaced with tarmac x7 defective areas;
- \* LED upgrade - upgraded communal light fittings with LED light fittings at all floors of Homestead Court and at 3 other small blocks of flats.

A large refurbishment project continued during Q3 at Carl Ekman House. Both passenger lifts were showing their age and were coming to the end of their serviceable life, with an increased likelihood of deterioration and ultimate failure. The old geared traction lifts have been replaced with new gearless versions which can travel at a faster speed, are more energy efficient, less noisy and smoother on moving and stopping. They will be easier to maintain, increase reliability and provide a cleaner, more welcoming experience for our residents and visitors. Apex Lifts commenced works in May 2021 and were completed by December 2021. The lifts have also been fitted with internal CCTV and a live performance monitoring system, which enables us to detect faults before failures occur and monitor anti-social behaviour.

The current water mains and soil pipes were showing signs of degradation and leakage. There was also evidence to show tap water was sometimes discoloured caused by iron from sediment that had built up over time in the old cast iron water mains. To prevent this we have replaced the water mains, soil and rain water pipework to all four corners of the block.

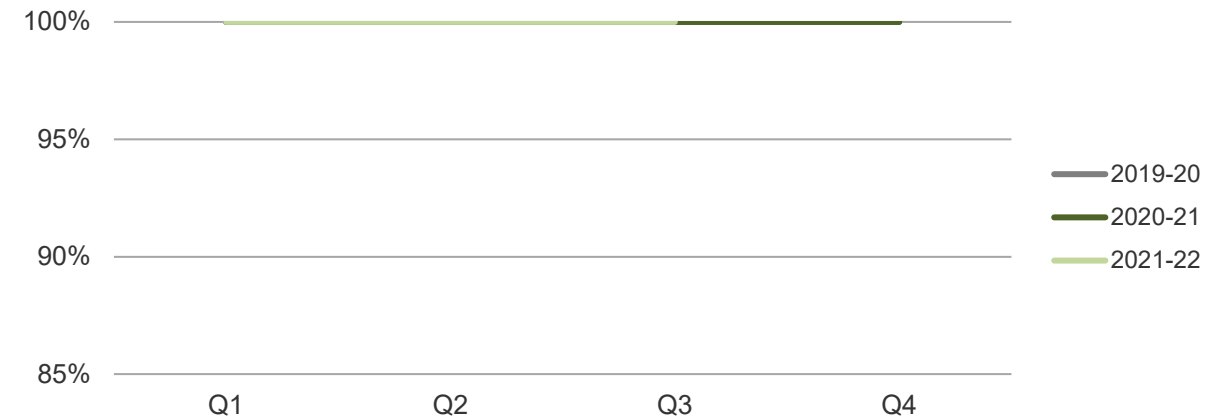
Fire Sprinkler System replacement. The replacement of the water mains provided us the opportunity to install an independent fire sprinkler main, tank and booster pumps. This was original connected to the failing water main and sediment was starting to settle around sprinkler valves and heads. The new sprinkler system meets the latest British Standard which was upgraded in 2021.

The replacement of the water mains, soil stack and fire sprinkler system located in the bathrooms meant they all needed re-decoration with a majority of the bathroom suites in poor condition. Immediately after the water main and soil pipe works, our in-house bathroom installation team have commenced the replacement of the bathroom suite.

Responsive Repairs and Voids have continued to perform well despite the impact of Covid-19 on the workforce and the national shortage of materials. There has been a 33% increase on the number of empty properties compared to last year and whilst the turn-around time for major voids is slightly higher than the target at 36 days, other social housing providers have been more greatly affected.

## 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% | 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%  | 100%  |      |
| 2022-23 |       |       |       |      |

