



# HOUSING SERVICES

Performance report Q2:2024-25

*Together - Proud to be Gravesham*

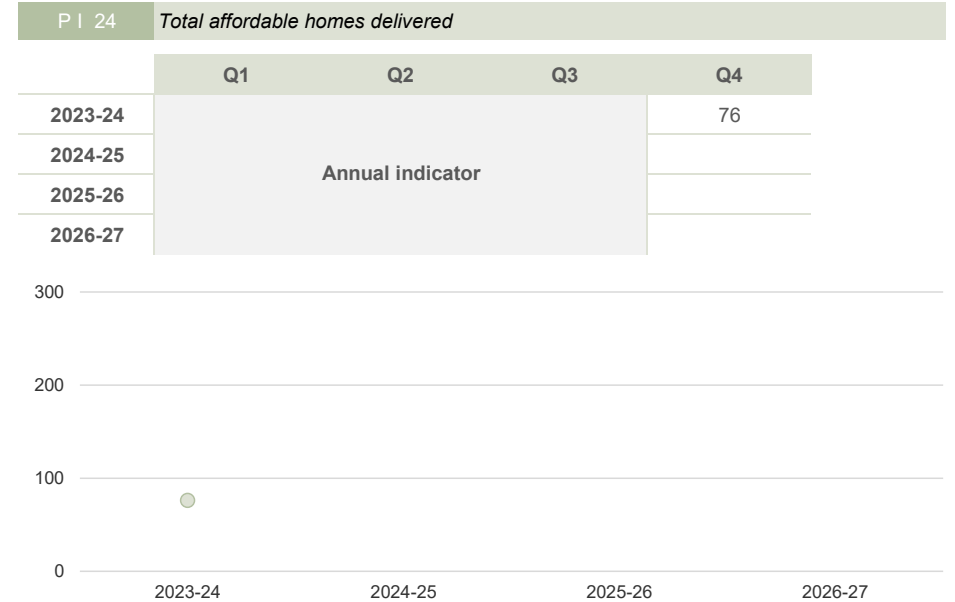
**Gravesham**  
Borough Council



## POLICY COMMITMENT

**Ambitious building:** tackle the housing challenge by developing a diverse build programme that increases the supply of high-standard and energy-efficient market and affordable housing.

In terms of completions 6 new affordable rented properties (2 x 1 bed bungalows and 4 x 2 bed flats) were completed and handed over at Armoury Drive, Gravesend on 13th August 2024. In addition a significant amount of work has been undertaken over the last quarter on the councils affordable housing programme pipeline, which includes pre app meetings with planners and meetings with ward members in areas where development is being considered. Recently, a consultation exercise regarding housing development at Milton Place was undertaken, that if progressed, will be the first scheme delivered through the Gravesham Community Investment Partnership (GCIP), that will deliver predominately affordable units for over 55's with a small number of private sale properties.



## POLICY COMMITMENT

**Enforced standards:** actively enforce quality private housing, and positively work with landlords to tackle empty homes and manage houses in multiple occupation.

The Private Sector housing team have worked hard to bring 3 homes back to use from being vacant, for more than 12 months. This equates to 35 units of accommodation to date having been brought back into use during 2024/2025. This area of work continues to be complex but has proven to bring departments together with the same shared goal.

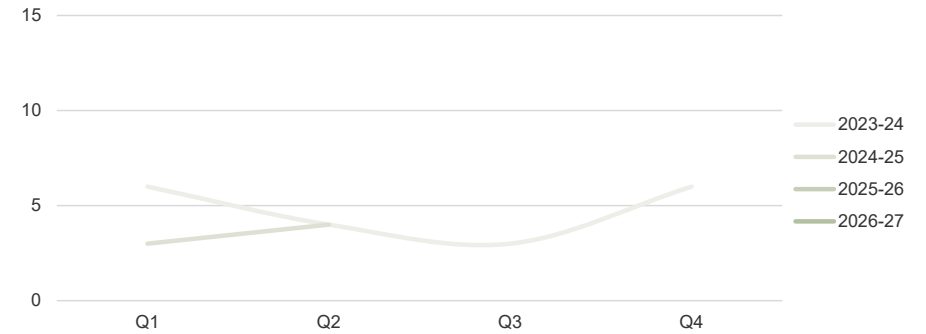
The Private Sector Housing Team have been busy throughout the quarter and 53 service requests have been received. There were four notices served by the team due to identified safety hazards including two improvements notice and two prohibition orders. The team are working incredibly hard to ensure residents within the borough are living in good quality accommodation.

The Private Sector Housing Team have the highest number of HMO's licensed than it has ever seen, this is a good news story and complimented by the amnesty that took place. The team are now focussed on targeting unlicensed HMO's of which 12 are still being investigated at the end of quarter. This area of work is vital to ensure that we keep Gravesham residents safe and support landlords to be compliant.

The Team have submitted their first prosecution bundle for Housing related offences, to be heard at Magistrates.

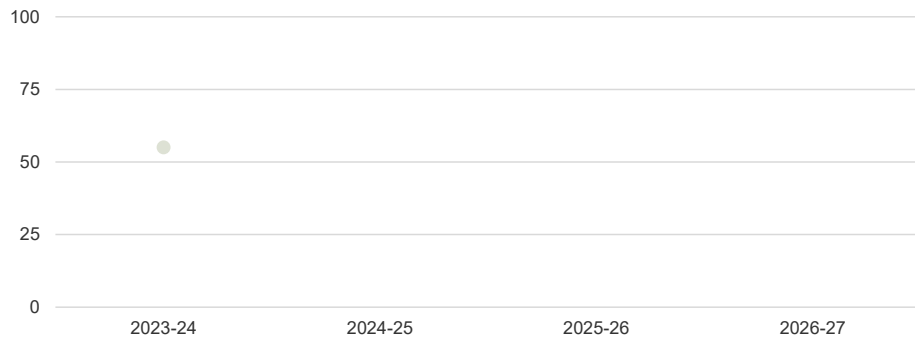
PI 26 Total notices served on private sector homes due to identified safety hazards

	Q1	Q2	Q3	Q4
2023-24	6	4	3	6
2024-25	3	4		
2025-26				
2026-27				



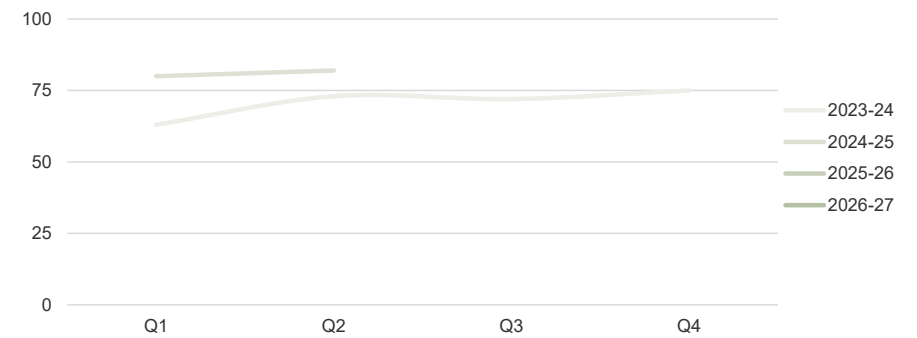
PI 25 Total long-term empty homes brought back into use

	Q1	Q2	Q3	Q4
2023-24	Annual indicator			55
2024-25	Annual indicator			
2025-26	Annual indicator			
2026-27	Annual indicator			



PI 27 Total licensed Houses in Multiple Occupation

	Q1	Q2	Q3	Q4
2023-24	63	73	72	75
2024-25	80	82		
2025-26				
2026-27				



## POLICY COMMITMENT

**Progressive landlord:** an effective housing service, providing comprehensive tenant choice and protection, defined by positive, efficient, and supportive management and engagement.

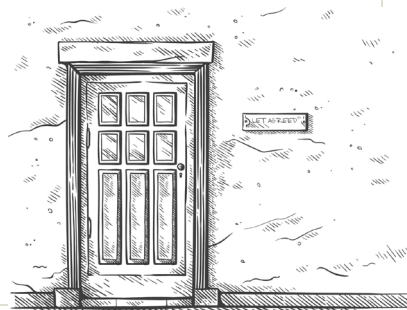
### Housing Landlord update

The Tenant Satisfaction Measures for 2024/25 are being planned and the Assistant Director is working with a company called Acuity who will provide an independent survey to our tenants. Acuity deliver intelligence and insight to prompt improvement in the social housing sector.

Whilst the TSM questions are set nationally, it is important for us to ensure that we capture as much meaningful information as possible and therefore there will be additional probing questions to ensure we have the full context when reviewing the housing services results. The fieldwork is due to take place between the 4th and 30th November. When the results are received and ratified, these will be published on the Gravesham.Gov.uk website.

### Housing Options update

The void figure has remained at 20 days which is the same as the previous quarter. Services continue to work really hard to relet council housing in good time. Allocations are advertising homes more efficiently and shortlisting continues to take place before the void is returned so we can maximise chances of sign shortly after the void is returned.



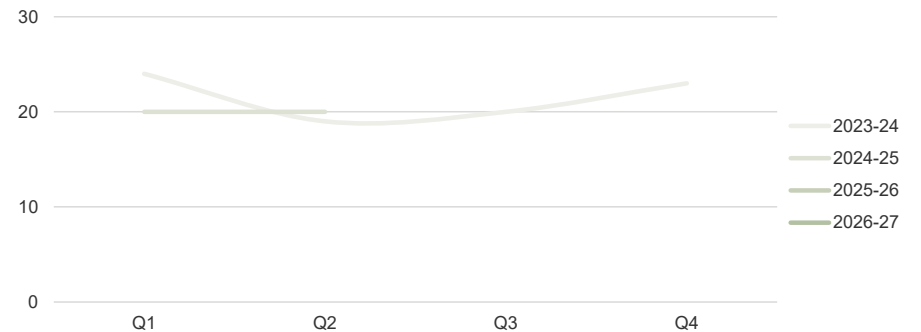
### PI 28 Overall housing tenant survey satisfaction score (%) [refers to previous year]

	Q1	Q2	Q3	Q4
2023-24		New indicator	Annual indicator	
2024-25		75.4%		
2025-26				
2026-27				



### PI 29 Average time taken to re-let council housing (days)

	Q1	Q2	Q3	Q4
2023-24	24	19	20	23
2024-25	20	20		
2025-26				
2026-27				



## POLICY COMMITMENT

**Safeguarded residents:** provide for our most vulnerable residents with a package of timely housing measures and supportive safeguarding interventions that deliver healthy, independent living.

The Housing Options continues to see an overall reduction in the number of households approaching as homeless within the second quarter. Total of 298 household presented as homeless or in threat of being homeless. There was a total of 48 new temporary accommodation placement made within the quarter as the service were satisfied that the households were eligible, homeless and in priority need and therefore were owed the 56-day relief duty and the temporary accommodation duty.

The service is continuing to focus efforts on preventing homelessness resulting in 41 successful outcomes. The temporary accommodation continues to see a positive impact from the work officers are doing as well as GBC Lettings who have sourced suitable privately rented homes and moved 17 households out of expensive nightly paid accommodation within the quarter. The team also achieved the lowest number of households in temporary accommodation since July 2023 with the total being 207 at the end of quarter two.

The Head of Housing Solutions and the Housing Options Manager continue to progress outstanding decisions ensuring the council is able to end its duty to provide accommodation. The mediation service is due to go live from November 2024 and will be provided in conjunction Housing Support Policy. This will ensure households are supported to remain with family members to avoid expensive nightly paid accommodation. These additional prevention tools are hoped to provide more options to households and less reliance on temporary accommodation.

All temporary accommodation placements continue to be closely scrutinised to ensure the service is maximising income via housing benefit and moving households on from expensive nightly paid accommodation. The dedicated Income Officer continues to see arrears in temporary accommodation decrease through maximising income recovery. The reshaping of the team now ensures a dedicated temporary accommodation officer focuses on visiting homes regularly for tenancy sustainability, avoidance of rent arrears and identify/prevent misuse of accommodation.

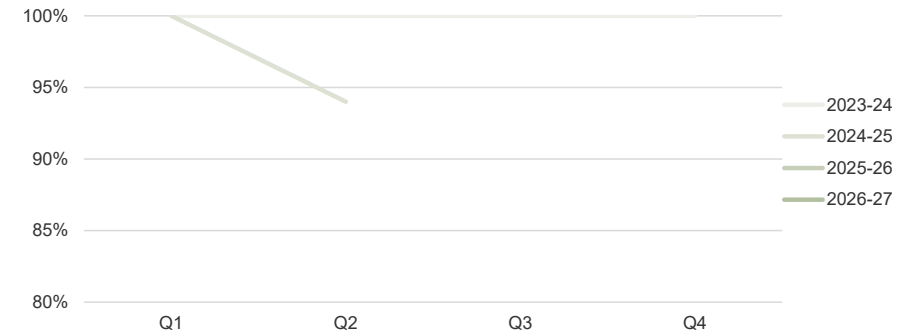
The Rough Sleeping Team have seen numbers on the streets decrease from the previous quarter. There continues to be number of individuals with complex needs that are sporadically engaging with the service which makes it more challenging to find a housing solution. The service has seen 108 StreetLink referrals within the quarter and an average of 7 verified rough sleepers per month. There has been 14 positive outcomes for verified rough sleepers meaning long term settled accommodation has been secured.

There were 21 new disabled facility grant referrals within the quarter and 24 processed on time. The service has most recently been reviewed and there are now two Healthy Homes Co-ordinators that will be providing a holistic service for vulnerable households.



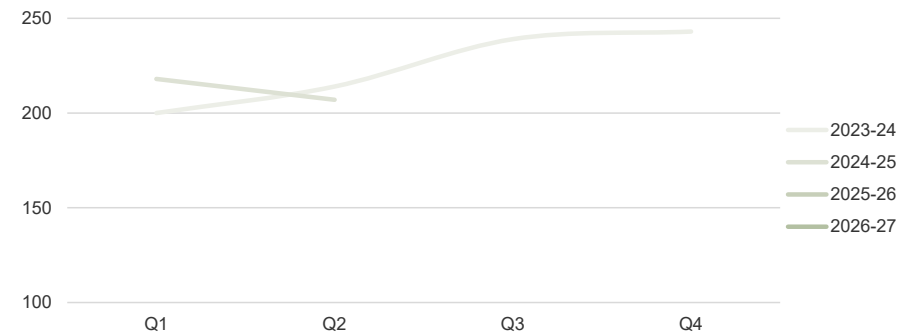
### PI 30 % of Disabled Facility Grant applications processed within 20 days

	Q1	Q2	Q3	Q4
2023-24	100%	100%	100%	100%
2024-25	100%	94%		
2025-26				
2026-27				



### PI 31 Total households in temporary accommodation

	Q1	Q2	Q3	Q4
2023-24	200	214	239	243
2024-25	218	207		
2025-26				
2026-27				

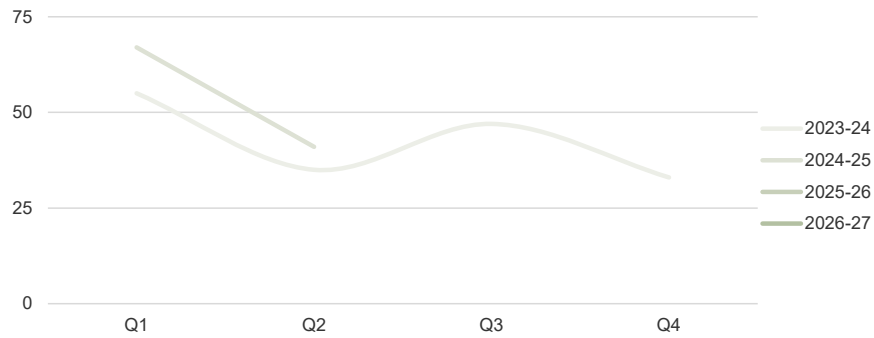


## POLICY COMMITMENT

### Safeguarded residents: continued

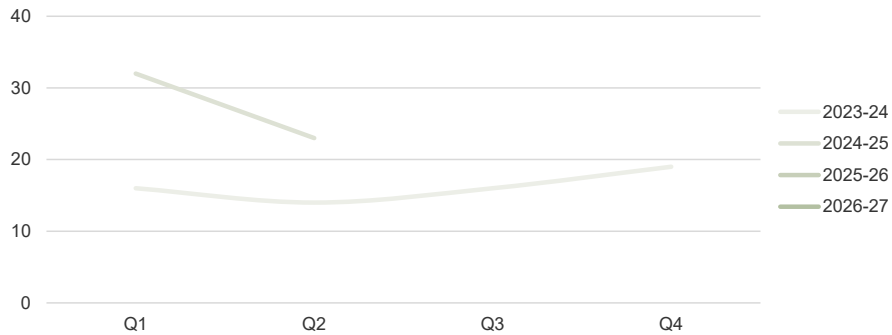
#### PI 32 Total households prevented or relieved of homelessness

	Q1	Q2	Q3	Q4
2023-24	55	35	47	33
2024-25	67	41		
2025-26				
2026-27				



#### PI 33 Average verified rough sleepers in the borough

	Q1	Q2	Q3	Q4
2023-24	16	14	16	19
2024-25	32	23		
2025-26				
2026-27				



## POLICY COMMITMENT

**Quality living:** through a skilled building management team, improve the safety, efficiency, and condition of social housing to create a valued living environment.

During Quarter 2, Housing Assets received nearly 8,000 calls to the repairs reporting line, with a call handling rate of 94%, we also completed 5,554 repair jobs, 88% of these within the 28 day time frame. 46 kitchens were also upgraded during this time frame.

We continued to receive excellent compliments for the team, a few of which can be found below:

“Agron was so efficient, polite and helpful and did an absolutely first-class job”.

“The engineer arrived within 20 minutes of my call. He was polite and done a fantastic job. Very impressed”.

“I would like to give a big shout out to the electricians, Fran and Lee who made a difficult job as easy as possible, job was very professional, tidy, polite and importantly listened to us”.

“The engineer was very professional and explained all which helped me as I cannot see properly and use a white blind stick. He introduced himself and made everything clear. Please thank him”.

Quarter 2 also saw the re-introduction of the stock condition survey programme which had been brought back in-house. The programme has been focusing on the apparently 'non-decent' properties based on the data we hold and has already had an impact, with 91% of homes now meeting the Decent Homes Standard.

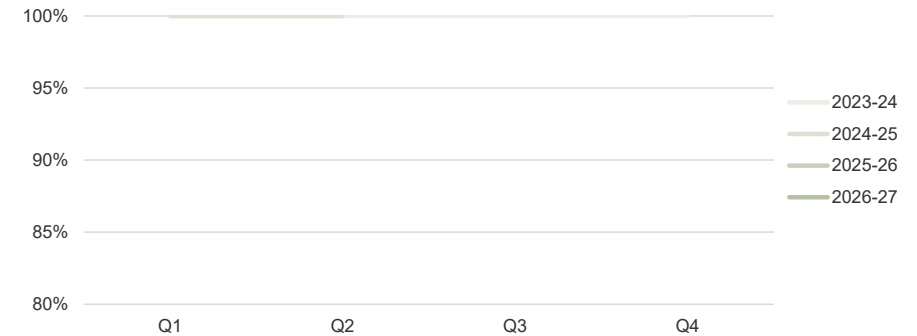
Gas compliance has remained at 100%. 97.3% of our homes have a valid Electrical Certificate GBC has 82% of properties rated EPC C or above, an improvement from 57.6% in 2020. This compares with the latest national social housing average of 68.75% of properties rated EPC C or above. (source: <https://www.ons.gov.uk>)

GBC has also reduced the carbon emissions of its housing stock by 28.57%



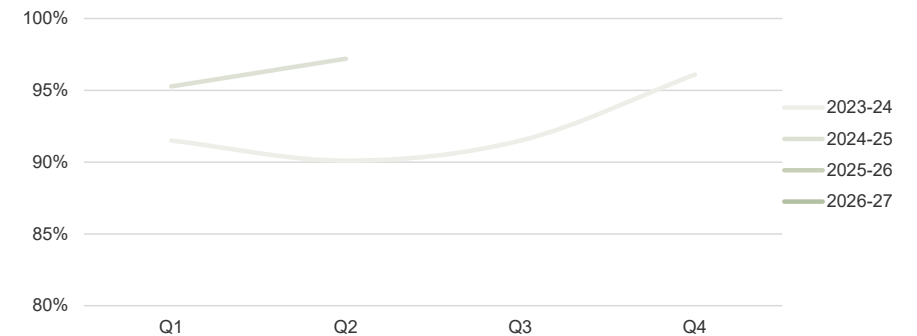
### PI 34 % of emergency repair jobs completed on time

	Q1	Q2	Q3	Q4
2023-24	100%	100%	100%	100%
2024-25	100%	100%		
2025-26				
2026-27				



### PI 35 % of council homes with valid electrical safety certification

	Q1	Q2	Q3	Q4
2023-24	91.5%	90.1%	91.5%	96.1%
2024-25	95.3%	97.2%		
2025-26				
2026-27				

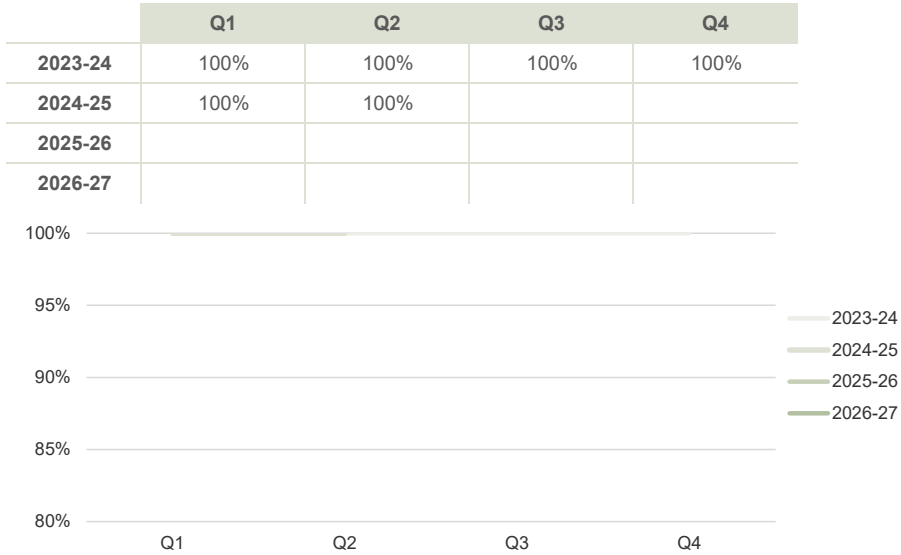




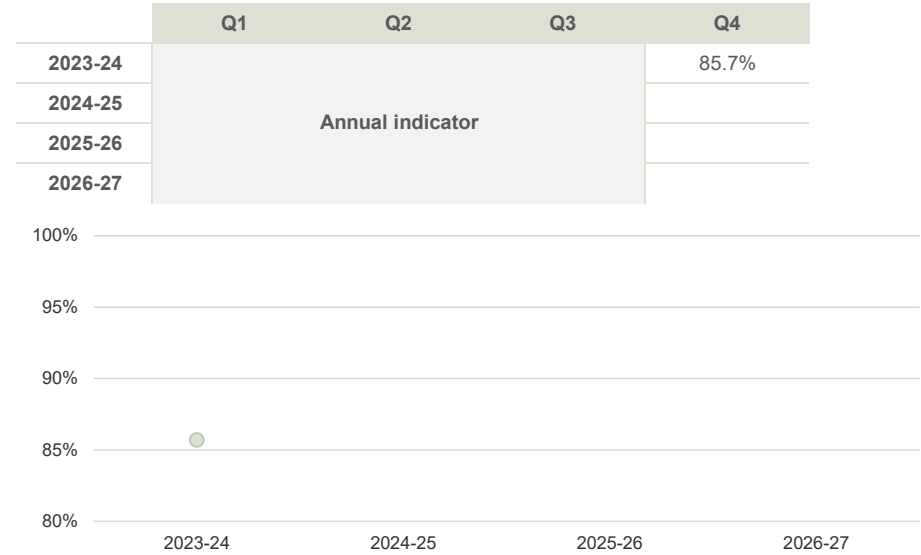
## POLICY COMMITMENT

### Quality living: continued

#### PI 36 % of council homes with valid gas safety certification



#### PI 38 % of council homes meeting the Decent Homes Standard



#### PI 37 % of council homes with energy efficiency EPC C+ rating

