

HOUSING AND YOU



Gravesham Borough Council

Annual Report to Tenants and Leaseholders

October 2017



Delivering for the Community

Welcome to our Annual Report for 2017 which the council has produced in consultation with tenants and leaseholders.



We produced a Local Offers document in March 2016 which set targets that had been agreed with residents on how housing services would be provided. This report shows how the targets were met.

We are committed to working with tenants and leaseholders to make Gravesham's Housing Services even better and would encourage you to contact the Tenant Participation team for information on how you can get involved in managing the council's housing service.

The level of rent owed to the council continues to reduce with appropriate support and advice being given to tenants who have had difficulty in meeting their rent obligation. This helps to reduce the stress felt by tenants

through finding ways for them to manage their finances, but also enables the council to maintain the good housing services which are important to tenants and leaseholders.

The construction of 2 Council new build schemes commenced during the Autumn of 2016 consisting of 3 x 3 bed wheelchair compliant houses; 1 x 3 bed accessible and adaptable house and 3 x 2 bed houses. Planning permission for a further 10 new Council homes in Northfleet was also granted with a further planning application submitted for 17 new Council homes in Gravesend. Our Housing Association partners continue to deliver affordable homes on various sites across the borough with 55 completions expected in 2017.

Having launched the Fuel Poverty Strategy for Gravesham at the end of 2014, Gravesham has continued to work with Kent Partners on a County wide development of the Affordable Warmth – Fuel Poverty Strategy for Kent. The aim of this Strategy is to work in partnership to enable a better outcome for our residents to improve on health and wellbeing and the environment, especially in those households that are most vulnerable.

By being part of a county wide pledge to reduce fuel poverty, it will also enable us to contribute to the wider health agenda and targets on Climate Change. This helps the council reach its local targets to reduce fuel poverty and carbon emission.

GBC Housing Services – 2016/17

in numbers



5677

The total Council Housing Stock at 31 March 2017

2803

The average number of people on the housing waiting list per month

81

the average number of housing applications received each month

341

Households housed via choice based lettings in 2016/17

33

the average number of days a council property was empty in 2016/17 against a target of 25 days

17

transfers to smaller properties were assisted by "Holding Hands" downsizing incentive scheme

100%

of the 50 mutual exchanges which took place were completed within the target time of 42 days

29

properties were sold from the council stock under the Right To Buy scheme in 2016/17

26

tenants were evicted from council properties for rent

£151,842

of rent owed to the council by former tenants was recovered

100%

of initial investigations into neighbour complaints were completed within 3 days (Total of 39 complaints)

157

post tenancy commencement visits were carried out within the target time of 8 weeks

100%

of applications to the Common Housing Register were processed within 10 working days

21

The average number of properties empty and available for renting per month

99.75%

of the rent owed to the council was collected

82%

of telephone calls were answered

Gravesham Borough Council

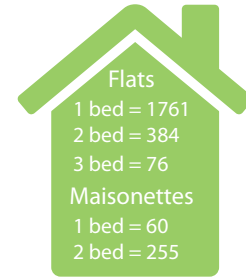
Housing Stock 2016/17

Number of tenancies as at 31 March 2017 - **5677**

Number of leaseholders as at 31 March 2017 - **459**

Housing Stock sold between April 2016 – March 2017 – **29 units**

Housing Stock 2016/17



Average Rents – per week as at 31 March 2017



The **Allocations Team** deal with applications to join Waiting Lists for Housing, Garages and Parking Spaces.

01474 337 701
allocations@gravesham.gov.uk

The **Repairs Team** talk to tenants about non-urgent Housing Repairs and arrange for Repairs to be carried out.

01474 33 7777 - Minicom 01474 337 617
housing.repairs.team@gravesham.gov.uk
Or go to our website and use our online form.

Call the **Emergency Repairs Service** if you have an emergency situation where repairs are required.

01474 337 000

If the emergency concerns one of your main utilities, call the emergency number of that service provider:-

- **Electricity - 0208 304 7144**
- **Gas - SGN - 0800 111 999**
- **Water - 0845 920 0800**

The **Sheltered Housing Team** manages the Council's 20 Sheltered Housing schemes for older people.

01474 337 418
sheltered.housing@gravesham.gov.uk

The **Energy Initiatives Team** assist tenants in the delivery of the fuel poverty programmes and advise on climate change and energy efficiency issues.

01474 337 326
dipna.pattni@gravesham.gov.uk
www.gravesham.gov.uk/services/housing

The **Estate Management Team** is the first point of contact for tenancy issues, including:

- Changes to and ending tenancies
- Tenant alterations to Council-owned housing
- Neighbour disputes

Civic Centre **01474 337 517**
Kings Farm **01474 337 642**

The **Holding Hands Scheme** provides financial incentives and support to enable people living in under-occupied Council housing to move into smaller homes.

Civic Centre **01474 337 517**
Kings Farm **01474 337 642**
housing@gravesham.gov.uk

The **Leasehold Properties Team** manages Leasehold properties and 'Right to Buy' process.

01474 337 182
jacqui.simmonds@gravesham.gov.uk

The **Income Team** can arrange for Council House and Garage Rent payments to be paid.

Give support to people to clear rent arrears, through advice on repayment options and referral to Housing Benefit and/or help agencies.

01474 337 358
housing.income@gravesham.gov.uk

The **Tenant Participation Team** provide tenants and leaseholders with opportunities to get involved in the management of their homes.

01474 337 184
tpt@gravesham.gov.uk

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