## WestKent

Places to live. Space to grow.











WEST KENT HOUSING
ASSOCIATION
&
SEVENOAKS DISTRICT
COUNCIL

Annual Liaison Meeting 14 June 2023

Tracy Allison, CEO



## **Our Vision**

We provide great places to live and space for people to grow.



## **Our Mission**

To create in Kent a prosperous, strong and sustainable society; a place of opportunity for all; where people can plan for their futures.

Our objectives To deliver on our ambitions we will focus on the following objectives and measures for success.

Excellent services



We want to continue to deliver excellent services in a friendly, solutionfocused way

Successful communities



We want to provide homes and build communities residents are proud to live in, with better support to sustain a successful tenancy and manage life changes.

Grow and re-shape





We want to be known as Kent's housing provider of choice.

We have 8,200 homes. All rented below market rent with 74% rented at c40% below market. 72% of the people we housed in 2021/2 are struggling, claiming benefits.





Operating social housing margin 25.3%



Governance rating G1/V2



£30m invested in new homes in 2022



Delivered **2.8 new homes** into management every week



Started 11 new tenancies every week



Increased homes in management to 8,201 (2021:8,065)



Achieved 99% occupancy



Average rent for general needs of £108.55 (52 weeks)



Achieved arrears 2.17%



87.1% achieving 'right first time'



89% delivering on our repairs promise



Voids turnaround at 63 days



Gearing 41.1%



148 new homes delivered



389 new homes in construction or in contract



£75m loans available for future drawdown



Interest cover 138%



£17m invested in our existing stock Excellent services



We want to continue to deliver excellent services in a friendly, solution-focused way.

Overall Customer Satisfaction; 4.3 out of

Achieving arrears of 2.17% (sector average of 3.1)

Responsive repairs service: Improving satisfaction rating at 4.34 out of 5.

Complaints 357 (down), Compliments 436 Successful communities



We want to provide homes and build communities residents are proud to live in, with better support to sustain a successful tenancy and manage life changes.

Launched new communities offer: reshaped team to better support our residents, particularly those in financial hardship.

This included new team dedicated to providing intensive housing management support and a new fuel poverty role.

Grow and re-shape



We want to increase our homes in management to 10,000 by 2025 and begin to re-shape our property portfolio to better meet the current and future local needs across Kent and Medway.

Best in Kent



We want to be known as Kent's housing provider of choice.

75% of our homes already meet EPC band C.

Taking a 'fabric first' approach, prioritising homes to benefit households most at risk from fuel poverty.

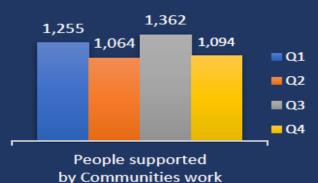
Delivered 148 new homes and have 389 in construction

Investor in People 'Gold' Reconfirmed

Finalist at UK Housing
Awards for development
Faversham

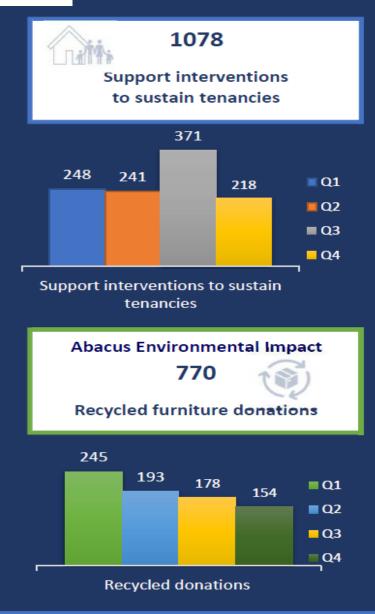
Winner at Kent Housing
Group awards
- excellence in
development and
regeneration
- Julie Terry, Housing
Professional of year.

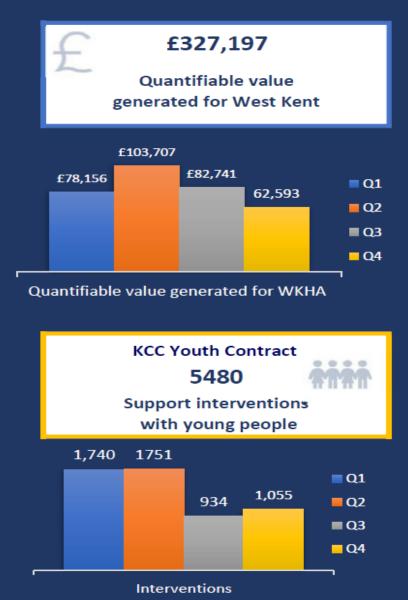












67

## Damp and Mould – our proactive approach to support Residents

### From Summer 2022:

Cost of Living concerns- ability to heat homes will impact likelihood damp, mould. Identified all properties that could be at high risk. Surveyor visits, Green Doctor advice. Dedicated role. Key measure tracked by Board.

### From December 2022:

- ❖ Damp & Mould Information in all communications 'contact us if you have an issue'
- Ease of reporting new on line form and dedicated e-mail address
- Advice & Guidance Update documentation on website and leaflets for staff to share with residents.
- Campaigns Continue to gain trust and confidence
- Damp & Mould Policy/Process Consult with resident's scrutiny panel and input learning from real cases
- Where problems found, supply monitors so residents can be aware of humidity
- Joined up working with tenancy support- early signs, referrals process working well
- Review the use of dehumidifiers and other solutions such as window stickers







# Strategic Partnership Agreement 2020-2023

### Delivering on our common ambition for;

- Tackling homelessness and temporary accommodation
- Providing new homes for vulnerable / low-income groups
- Pathways from social and affordable rent into home ownership.

### **SDC Housing Strategy**

Excellent joint work: regenproviding new homes, 1x tailored adaption Pear Tree Close

> Joint approach for 'Homes fit for purpose' for age needs and adaps

Pilot: retro fit as case study

**Explored Swanley: Moultain Hill:** retrofit review of estate.

Assessing all our portfolio to identify priorites for next grant round.

Covid response/ Cost Living crisis

Swanley pilot :pride in Neighbourhood New Communities hub approach Innovative fuel poverty officer role

> Develop solutions to reduce no empty homes, options reduce homelessness

WK: remodel Vine Court SDC: support services

Homelessness risk: New model: early intervention Also support offer for all new vulnerable tenants

Work in partnership to maximise social housing (white paper and planning)

We deliver 100% affordable housing

Heath Close- remodel, maximise social housing ambition

Pilot: High street regenconversion office to resi

Strengthening

resiliance of local

communities and sustaining

tenancies

**Our Partnership** 

working

objectives



## Vision for a Partnership Approach for new homes in 2021progress

SDC strategic decision: Seek to maximise social value potential?

Land value up

### Social value reduced

Offer to the open market

Reduce affordable homes/S106 obligations (Increased % of market sale homes)

Accept commuted sums in lieu of S106

Allow private sector to increase density and dumb-down design quality

Minimum green specification

### Social value increased

Work in partnership to achieve our objectives

Increase% affordable/social tenures (beyond s106 requirements)

Exceptional design quality

Increased green specification

Includes community and skills initiatives

Land value down

If so; site sequencing potential Scope; for 400-500 new homes over 5-8 years WK Site SDC Site -SDC & WK Joint Site: SDC Site: WK existing office Sevenoaks Town Centre Bevan Place White Oak/ Circa 30-40 older Regen (Post Office?) Northview Regen opportunity circa persons Circa 30-40 homes Circa 100 homes 150 homes accommodation SDC planning rejected SDC Site: WK site WK site Alder Way WK site Moultain WK Site WKsite Heath Crescent Hill. (used as Bevan Swanley Vine Court Close Swanley net Place decant option remodel Garages remodel carbon zero retrofit - Circa 15-20 homes scheme programme WK bid unsuccessful

