



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, solution-focused 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 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.

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.

Headlines 2022



Operating
social housing
margin **25.3%**



Achieved **99%**
occupancy



Gearing
41.1%



Governance
rating
G1/V2



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



**148 new homes
delivered**



£30m invested
in new homes
in 2022



Achieved
arrears **2.17%**



**389 new homes in
construction or in
contract**



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



87.1% achieving
'right first time'



£75m loans
available for future
drawdown



Started **11 new tenancies**
every week



89% delivering
on our repairs promise



Interest cover
138%



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



Voids turnaround
at **63 days**



**£17m invested in
our existing stock**

Excellent services



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Best in Kent



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Overall Customer Satisfaction; 4.3 out of 5

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

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.

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

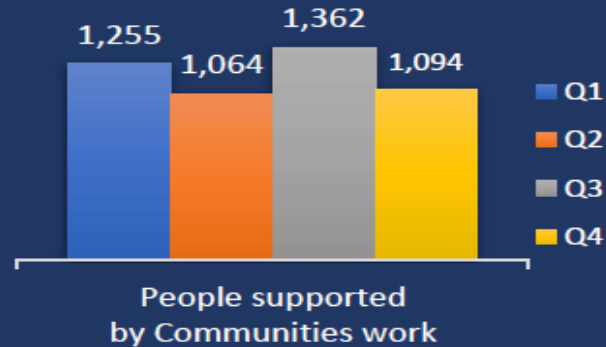
Finalist at UK Housing Awards for development Faversham

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



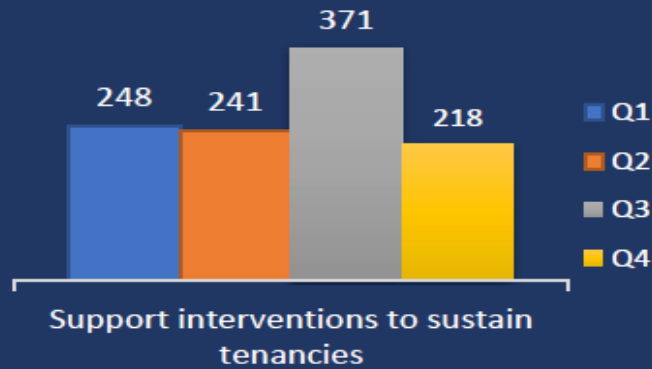
4775

People supported
by Communities work



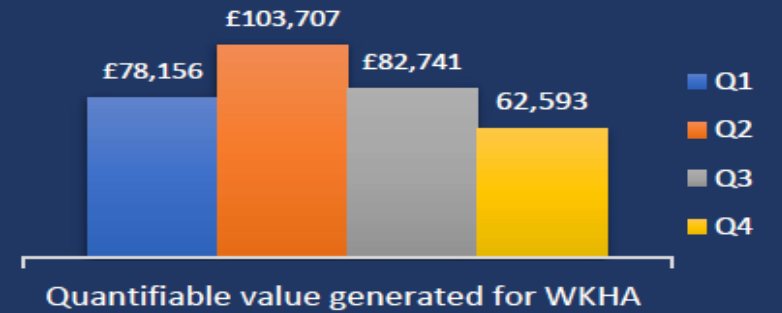
1078

Support interventions
to sustain tenancies



£327,197

Quantifiable value
generated for West Kent

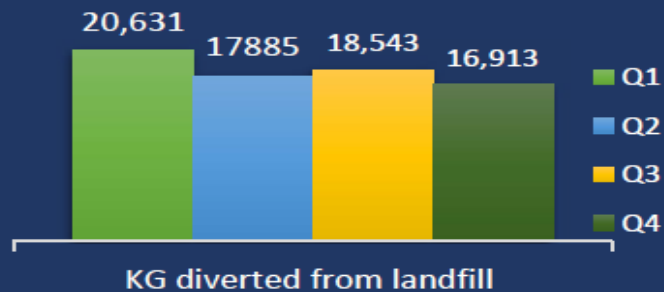


Abacus Environmental Impact

73972



KG diverted from landfill

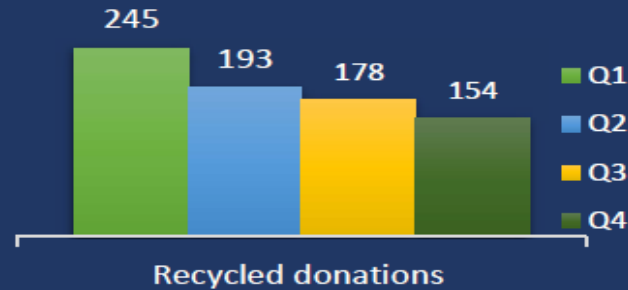


Abacus Environmental Impact

770



Recycled furniture donations

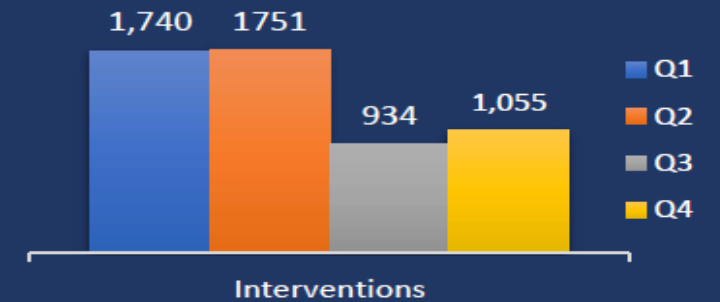


KCC Youth Contract

5480



Support interventions
with young people



67

Active partnerships

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



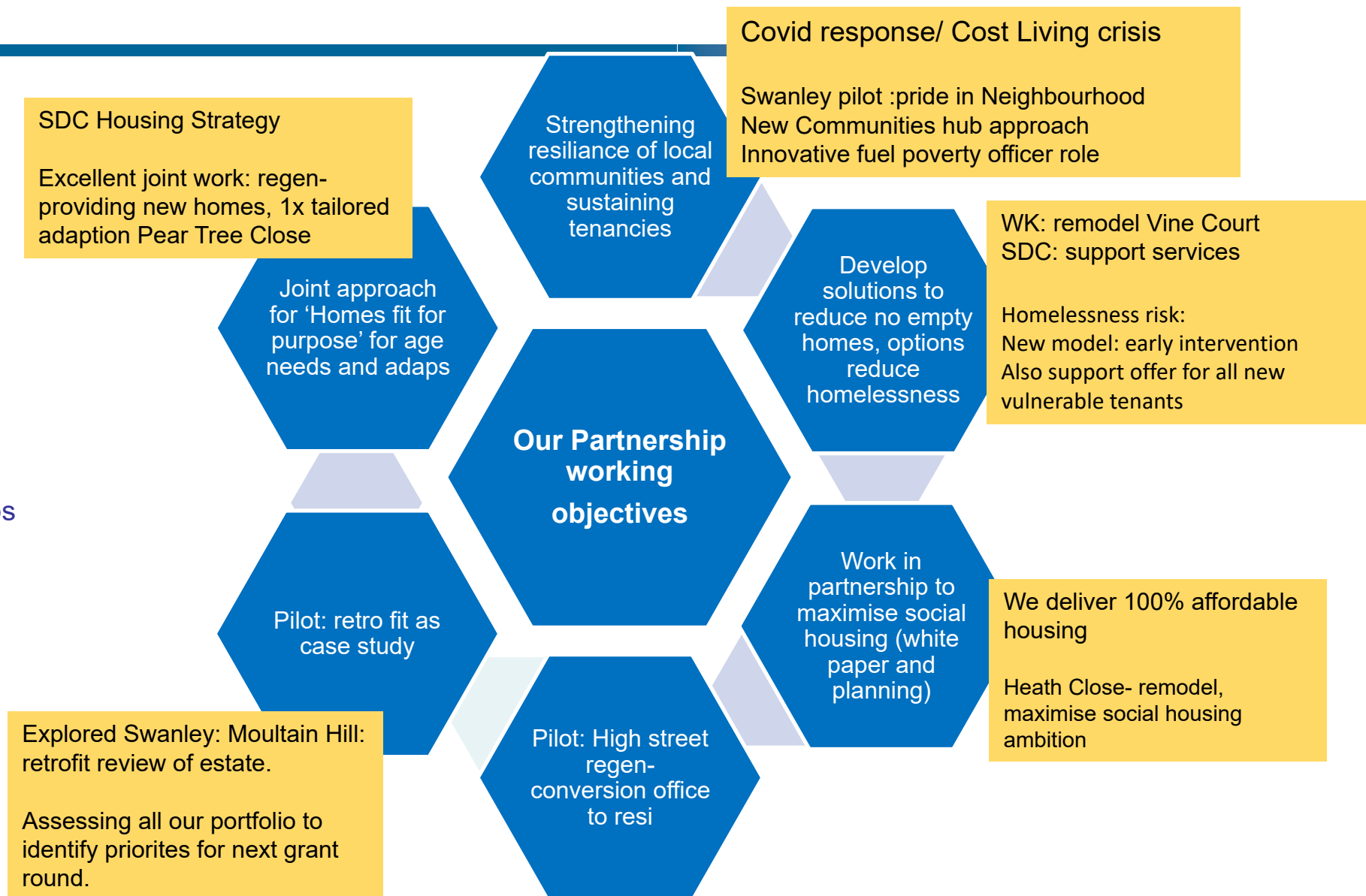
Strategic Partnership Agreement 2020-2023

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.

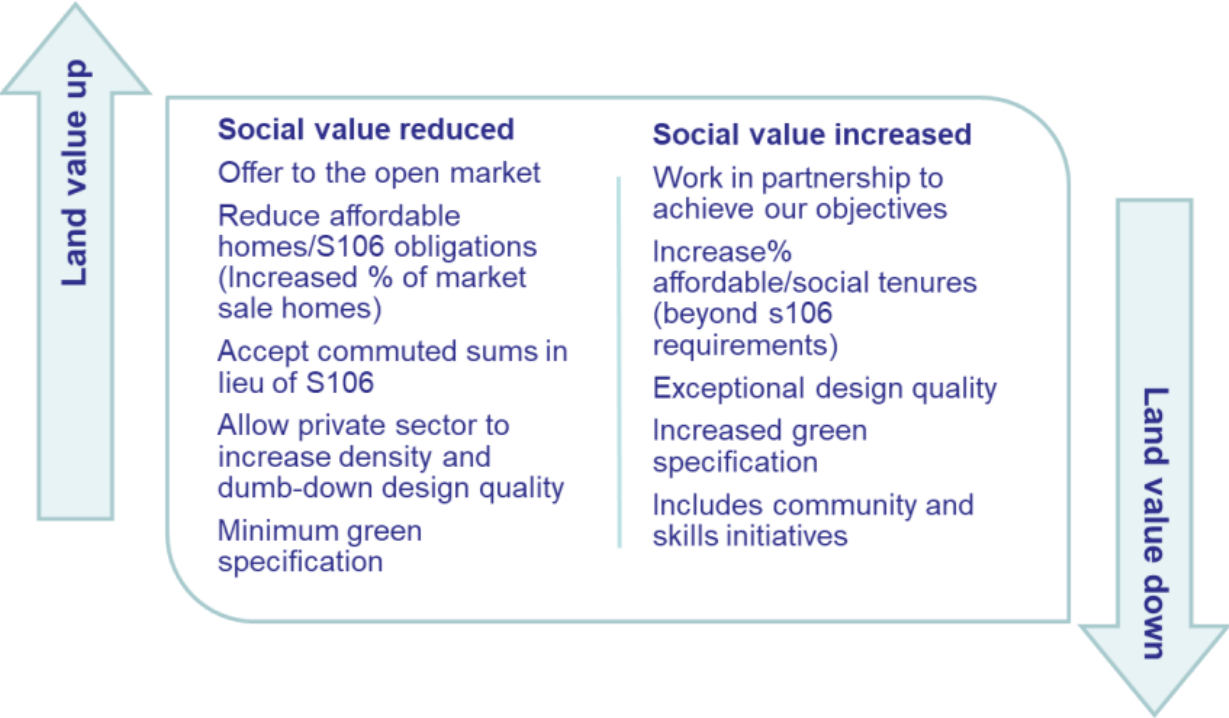
WestKent

Places to live. Space to grow.



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

SDC strategic decision:
Seek to maximise social value potential?



If so; site sequencing potential
Scope; for 400-500 new homes over 5-8 years

