

Wiltshire Council's Housing Board

Annual General Meeting

Councillor John F. Smale
(Chairman; Portfolio Holder for Housing Stock)

27 November 2017

January, February and March 2017

- Show flat opens at state-of-the-art extra care homes in Devizes – Needham House
- Bungalow scheme in Mere gets go ahead
 - 2 bungalows for the elderly



- Building begins on new extra care housing for older people in Amesbury (Evergreen Court)
 - 60 units

April, May and June 2017

- Elections then Key Council Roles Confirmed
- Bungalow scheme in Corsley received go ahead
 - 5 new affordable rented bungalows for the over 55s
- Family event and movie

Councillor **Chuck Berry**
Cabinet Member for Economic
Development and Housing



Councillor **John F. Smale**
Portfolio Holder for Housing Stock
Chair of the Housing Board

July, August and September 2017

- Needham House open days for state-of-the-art extra care facility and official opening
- Bungalows for elderly built in Rowde & East Knoyle – 8 new energy efficient bungalows
- Amesbury Archer Primary School names new extra care scheme – Evergreen Court
- Review of the Housing Board – Altair



October and November 2017

- Gardening competition
- Bungalows for elderly being built by council
 - 6 new bungalows in Mere & Durrington
- New members appointed
 - Rachael Arnott (Tenant Member)
 - Brian Dalton (Councillor Member)
- 2 flats and 2 houses – new affordable homes being built in Coombe Bissett



Key Performance Indicators (2016/17)

- In particular rent arrears (1.66%, £416,417 at year-end)
- **Recognised with an award and best KPI recorded**
- 95.6% of ASB actions completed on time (of 249 cases)
- 96.0% emergency repairs completed on time (of 4,021)
- 93.3% all repairs completed on time (of 16,974)
- 92.9% tenants satisfied with responsive repairs (of 4,743)
- 91.3% tenants satisfied with planned maintenance (of 715)
- Average re-let in days: general needs – 35.9 (of 152 properties), sheltered housing – 35.5 (of 48 properties)
- 95.1% of new tenants satisfied with the lettings service overall (of 61 surveys)



Challenge and Change Group

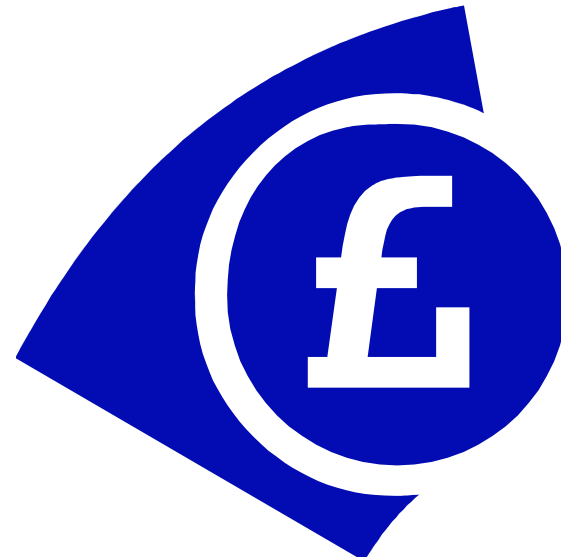
(formerly Housing Assurance Panel)

- Grounds Maintenance (particularly grass cutting)
- Leaseholder Involvement in Maintenance Matters and Leaseholder Handbook
- Housing Matters Survey Results
- New Ways of Working: Recruitment and Collaboration (joint with PA Housing)



Key challenges

- Universal Credit / Welfare Reform
- 1% reduction in rents
- Ageing population
- Public sector austerity



Opportunities

- Making better use of our stock
- Being more commercial
- Being more digital
- Continuing to engage with residents to help empower to inform decisions
- Challenge and Change Group: Anti-Social Behaviour

ENCOURAGE
EMPOWER

Questions

Future Meetings

- Monday **29 January** 2018 at 1pm
– Needham House, Devizes
- Monday **26 March** 2018 at 1pm
– Salisbury Churchfields Depot



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