



Housing



- Allocations/Housing Needs
- Tenancy Management
- Income Management
- Tenant Participation
- Homelessness
- Welfare Adaptations
- Community Safety and Anti Social Behaviour
- Careline - central control and support wardens
- Housing Strategy

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Allocations

- Online applications (August 2022)
- Housing register of need – 1895

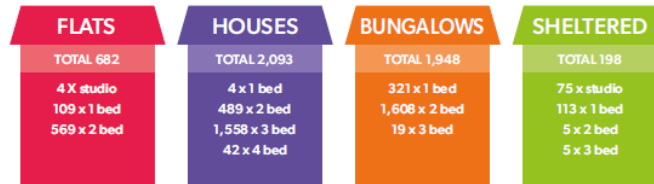
Band		
A	1	Homeless
B	181	Homeless, under occupying, high medical and armed forces
C	1108	Overcrowded, Medium medical need
D	605	Out of Area and low need

- Choice Based Letting - 728 advertised
- 4 HNOs 4 HANs
- Pre allocation process

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Tenancy Management

- Tenancy Agreement – reviewed July 2022
- 4 TMOs 4 HATs covering 5000 properties



- All aspects of managing a tenancy
 - Rent arrears
 - Anti social behaviour
 - Tenancy enforcement
- Tenancy sustainment - 3 visits in 1st year

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Income Management

- Rental income funds HRA (capital programmes and repairs)
- 4 Income Management Assistants
 - Early and targeted intervention
- Challenges to recovery
 - Covid pandemic – ban on evictions
 - Cost of living/Energy prices
 - Bedroom Tax
- Mobysoft – prioritise recovery

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Tenant Participation

- Social Housing White Paper
- Bolsover Homes - Tenants Newsletter
- Tenant Engagement Strategy
- Tenant Satisfaction Measures (TSMs)
 - 5 themes
 - keeping properties in a good state of repair
 - maintaining building safety
 - respectful and helpful engagement
 - effective handling of complaints
 - responsible neighbourhood management.
 - 10 by landlord
 - 12 by perception surveys

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Termination and voids

- Notice of termination – 364
 - deceased, transfers, nursing homes
- Pre termination visits
- Early advertising
- Any day lets
- Death and public trustee delays

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Possession cases

- Time consuming!
- Housing Act 1985 - Grounds for Possession, inc breach of tenancy
- Pre Action Protocol Rent Arrears
- ASB Policy
- Rent Arrears Policy
- Equality Act Assessments – reasonable adjustments,

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Homelessness

	20/21	21/22	22/23
Number of approaches	132	325	477
Number of homeless assessments	102	238	306
Successful prevention cases	31	169	239

Reasons for experiencing homelessness

	20/21	21/22	22/23
End of PRS	23	108	146
Relationship Breakdown	7	17	17
Eviction from social housing	2	2	1
Family Eviction	32	46	68
Domestic Abuse	11	10	22
Eviction from supported housing	5	1	7

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Welfare Adaptations

- Derbyshire Adaptation Partnership Requests
- Welfare Adaptations Policy
- Minor - includes grab rails, small external handrails and over bath showers.
- Majors - replacing a bath with a level access shower or wet room, hard-standing/drive ways and stair lifts.
- 388 Adaptions

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ASB and Community Safety

- Community Safety Partnership
- ASB Team
- Independent Domestic Violence Advisor (IDVA)
- Parenting Practitioner
- Community Enforcement Rangers
- PSPO - Nuisance Vehicles

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Careline

- 24/7 alarm monitoring and response service
- 6 operators, and 17 support officers
- Gold – 479 users
- Bronze – 143 users
- 61,703 calls
- 1084 fallers



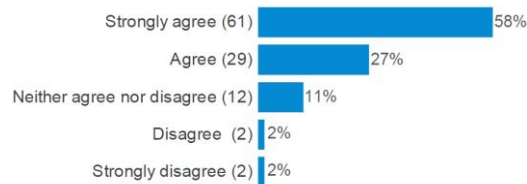
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Communal Areas

○ Fire Risk Assessments

Communal areas and fire exits must be kept clear of anything like to cause an obstacle to anyone, and that mobility scooters must not be stored or charged in the communal areas?"



- Communal Area Management Policy
- Mobility Scooter policy

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Questions?

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