

Circle Housing Merton Priory

Overview and Scrutiny Committee

29 September 2014

Pauline Ford: Regional Operations Director, Circle Housing

Paul Quinn: Director of Regeneration, Circle Housing

Mark Anderson: Director, Property Services (South), Circle Housing



Enhancing Life Chances

Circle Housing Merton Priory

Pauline Ford: Regional Operations Director,
Circle Housing



Enhancing Life Chances

Delivering Our Promises

- 91 promises to deliver in first five years
- 80 promises delivered /11 In progress
- Neighbourhood renewal obligations under the transfer agreement being delivered



Delivering our Promises

- Resident Involvement – range and depth increased
- Resident Scrutiny – two reports to the Circle Housing Merton Priory Board
- Financial Inclusion – Debt advice, Credit Union partnerships with Grenfall Housing and CAB
- Two new sheltered schemes – one sheltered / learning disabilities scheme
- 30 new build homes for single people and families
- Supporting Mobility
- Valuing diversity



Welfare Benefit Reform

- A significant challenge for Circle Housing Merton Priory and our customers
- We're using profiling information to tailor services and our financial inclusion advice and assistance to their specific needs
- Right information and help in place at the right time
- Universal Credit will be the biggest challenge



Enhancing Life Chances

Response to Welfare Benefit Reform

Under Occupation penalty- 374 households affected

- 47.9% fully paying
- 45.6% partially paying
- 0.9% no payments
- 5.6% pre-paid

Benefit Cap- 28 households affected

- 67.8% fully paying
- 32.2% part payment



Employment and skills



ROUTES2WORK since 2012 has helped:

- 250 people into employment or apprenticeship
- 820 people into further training
- 2050 people with advice and information
- 61 new small businesses developed through Start Your Own Business programme creating local jobs



Community Fund

Transfer promise to invest £1m in local community projects to enhance the life chances of our customers and the communities where they live by 2015.

- So far we have awarded 150 local grants totalling £930k benefitting over 19,000 local people
- Supported over 90 new and existing community-led groups enabling customers to develop projects to benefit their local areas.



Hoarding



- Multi-agency protocol developed in partnership with LB of Merton, Circle Housing Merton Priory, Merton Clinical Commissioning Group, SW London and St Georges Mental Health Trust to share cost and risk, and implement sustainable solutions for residents

- Sharing good practice across the sector, promoting the Circle Brand: CIH conference, Social Housing Law Association, Housing Associations across England

- Nominated for local Government award



Enhancing Life Chances

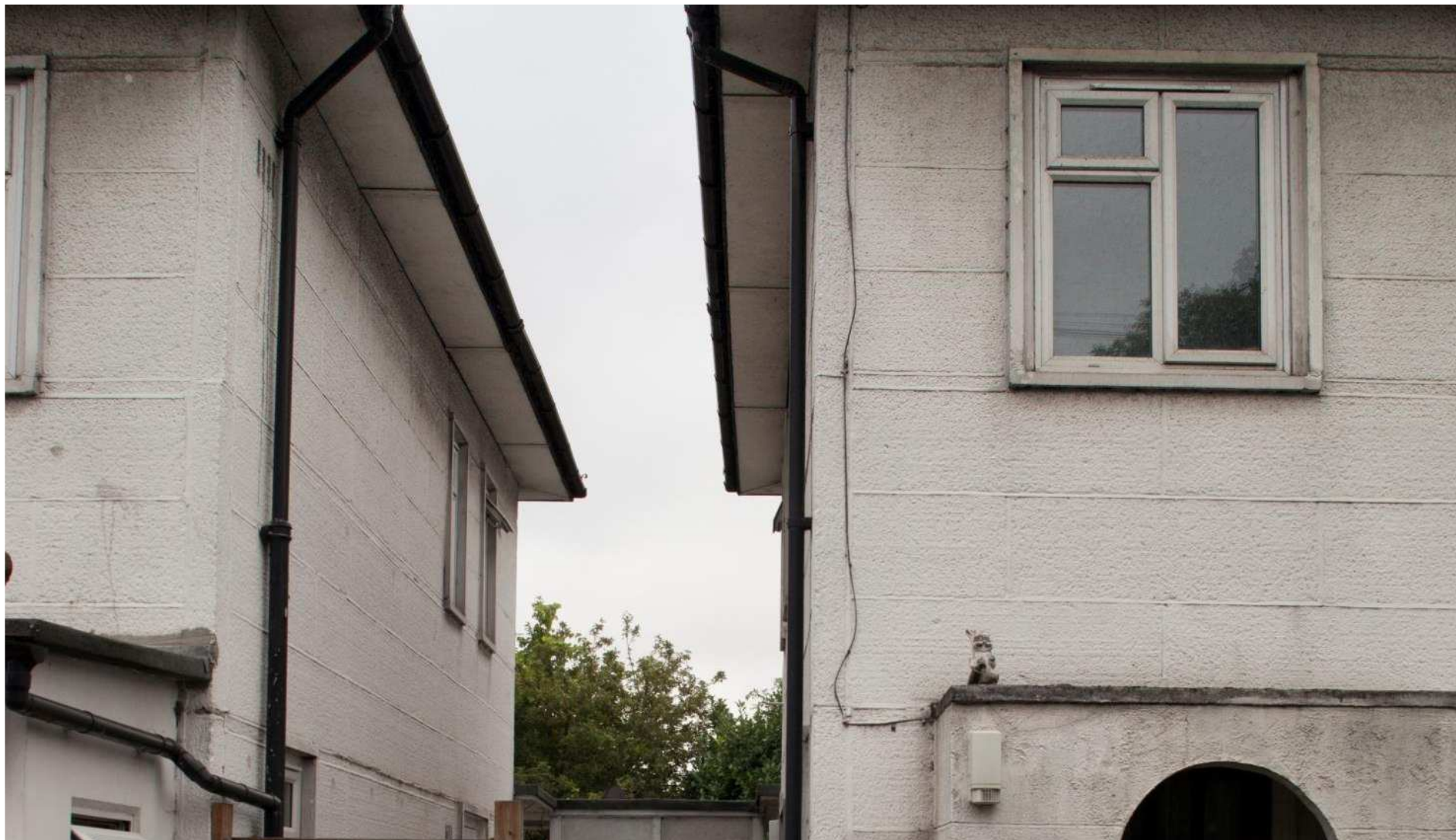
Merton Regeneration Project

Paul Quinn: Director of Regeneration,
Circle Housing



Enhancing Life Chances

Merton Regeneration Project



Why regenerate?

- Non traditional construction on Ravensbury and Eastfields
- Stock condition, community safety and poor lay out on High Path
- If we are to regenerate, this is the time to do it



The scale of the project

Page 29



The scale of the project

- Regeneration would replace most of the c 1,300 existing homes and add around 1,000 new ones
- Currently a 10 year programme
- Involves full demolition of two estates
- Partial demolition and refurbishment of third estate



Consultation and engagement



Enhancing Life Chances

Consultation and engagement 2014

- Spring – preparing people for scale of project
- Summer – workshops, exhibitions and site visits about master planning and design
- October - draft master plan launch
- Autumn / winter – door to door follow up to ensure *everyone* engaged



What's next

- Financial model review under way
- Final master plan and Residents' Offer Jan 2015
- Decision on whether to proceed March 2015
- Planning applications could be submitted

Summer 2015

- Start on site early 2016
- Build first, demolish second



Principles

- Inclusive and engaging
- Equitable and transparent
- Place making
- Sustainability underpinnings
- Design quality
- Innovative and creative



Key points



Key Points

- Rents would not rise because of regeneration
- Every home would get private outdoor space
- The great majority of new homes would be larger than existing – none smaller
- Keeping the existing community is a priority



Key Points

- Homeowners offered above open market value when we would need their home
- Independent valuation
- Early buy back for those who wish to leave before the regeneration
- Generous shared equity offer



Repairs & Maintenance

Mark Anderson:
Regional Director, Property Services (South),
Circle Housing



Enhancing Life Chances

Repairs & Maintenance

Since transfer:

- Over 100,000 repairs delivered
- Over 750 major adaptations
- £20m day-to-day repairs investment
- £65m capital and planned investment
- Local budgets for estate and block improvements
- Customer Engagement Panels
- Apprenticeships and jobs for local people



Repairs & Maintenance

Main Service Provider Partners



- Keepmoat Property Services – responsive repairs and voids



- United House Limited – capital and investment



Enhancing Life Chances

Repairs & Maintenance

Objectives – 2014/15

- £90m investment in homes (from transfer to 2015)
- Maintaining and improving customers homes
- Reducing fuel poverty - boilers, wall / loft insulation, energy advice
- Increase energy efficiency ratings for homes
- Estate improvements
- Improvements to sheltered housing blocks



Repairs & Maintenance

Achievements

- Non-decency reduced from 73% to 38%
- Development of a 30 year investment programme
- Significant change in commercial marketplace
- Customer satisfaction at 85%
- Eight apprenticeships created since April 2014
- Customer Service Centre – meeting targets for responses
- Gas servicing generally at 99.9%



Repairs & Maintenance

Achievements

- Use of sub-contractors - reduced from 60% in 2013 to 17% in August 2014
- Employment and training opportunities for residents
- Community investment
- Increase in local management and administrative support
- Additional directly employed staff including out of hours and electrical / roofing



Repairs & Maintenance

Challenges

- Delivering major change programme within R&M
- Service failings and under-performance tackled through regularly reviewed Service Improvement Plans
- Backlog of works – dedicated resource in place to clear
- Significant investment requirement in Services
- 35% of tenants refused our offer of works



Circle Housing

Commitment and Investment

Transfer to 2044 - £245m
+
Regeneration



This page is intentionally left blank