

# Scrutiny Review - Outcomes and Achievements against the Offer Document

11<sup>th</sup> January 2016

# thirteen

Partners in the Thirteen Group

**thirteen**  
Care and Support

**Erimus**  
Housing

**Housing**  
Hartlepool

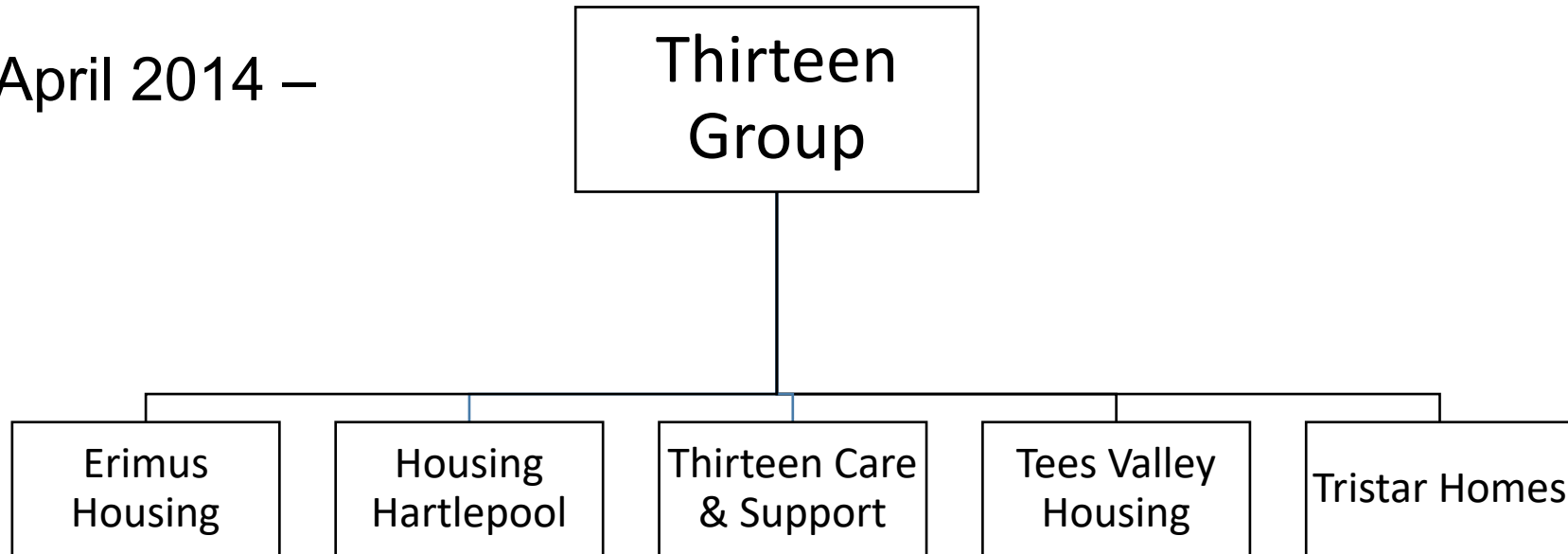
**Tees Valley**  
Housing

**Tristar**  
Homes

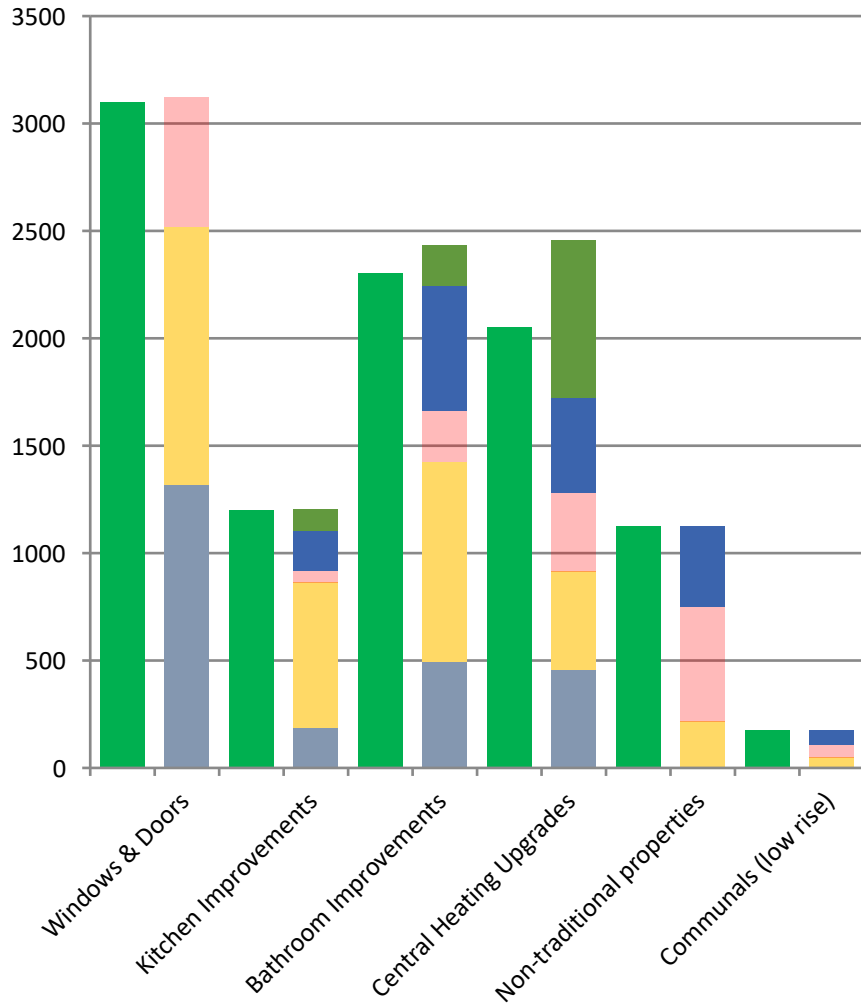
# The last 5 years.....

Dec 2010- Vela Group – Housing Hartlepool / Tristar Homes

April 2014 –



# £103m five year investment plan



- On track to exceed our promise in terms of key components
- 176 communal upgrades
- £5m of adaptations
- £13m invested in environmental schemes

■ Year 5 2015/16  
■ Year 4 2014/15  
■ Year 3 2013/14  
■ Year 2 2012/13  
■ Year 1 2011/12  
■ 5 year target Promise

Component description	Component Numbers	
	5 year target Promise	Predicted outturn at the end of year 5
Windows & Doors	3100	3120
Kitchen Improvements	1200	1204
Bathroom Improvements	2300	2433
Central Heating Upgrades	2050	2455



# £11 million - medium & high rise flats improvements

- Exceeded this promise with upgrade works to all blocks and 2 major refurbishment schemes.
- **Kennedy Gardens** – Nominated and shortlisted for a number of awards
- **Hume and Nolan House** – extensive scope of works including, replacement windows, re-design of communal areas, new CCTV, new mobility scooter room, external painting, lift replacement
- Delivered through great partnerships not least with Customers



# £9 million upgrade to non traditional properties

- Improved thermal efficiency
- Helped to reduce tenants fuel bills
- Far exceeded the £9m promise with 20 different schemes
- On-Going programme to ensure all non traditional properties within our stock have been addressed.
- **Tilery Estate** is an example of the transformation change our non traditional estates have undergone.

£4.2M Project - reduction of CO<sup>2</sup> emissions

UPVC Windows and External Doors

External Wall Insulation (EWI)

Porch Refurbishments

Render and Cedar Cladding

Launch of environmental works Jan 16



# Services we provide

## Repairs

- We have introduced an improved repairs service, offering additional appointments including Saturday morning.
- “Customer Offer” events have been held with suggestion used to inform and develop our repairs service.
- On-going scrutiny project around repairs service
- Performance:-
  - Current average time to complete a repair is 11 days.
  - Complaints currently stand at 0.18% against number of jobs received.
  - Current satisfaction is at 98.80%



# Services we provide

- **Choice Based Lettings** - Supporting Stockton Council's homelessness duty and priority need customers
- **Involving our customers** – 147 Stockton residents and £40K awarded to community based projects in 2015/16.
- **Financial Advice** - £1M unclaimed benefits each year gained for our customers – 97% satisfaction
- **Employment support** – 217 into employment since stock transfer
- **Support for our older customers** – 120 Extra Care units built plus 42 adapted bungalows; 131 major adaptations and 485 minor adaptations in 2015/16
- **Listening to our customers** - 7,190 Customer contact visits in the first 3 years of stock transfer; 1000+ customers contacted in 2015 to help inform our 20 new Neighbourhood plans.
- **Anti- Social Behaviour** – 93 new cases with 9.7 out of 10 satisfaction; Partnership working – FIP troubled families; “quality of life gone up 100%, best possible outcome”



# More than the offer...

## Building new homes and regeneration

- Spent £20M+ and built 160 new homes in the last three years
- Jobs created through building – economic impact for Stockton
- Committed to spend a further £25M, 221 new build housing over the next three years .Working with you on options for Victoria

Development	No. of New Homes Provided	Completion Date
Blenheim	28	May 2016
Hardwick Keepmoat	8	November 2015
Parkfield	117	2017
Billingham Older Persons	38	October 2015
Swainby Road	30	July 2016
Total	221	



# Challenges...

- New Governments Budget 2015 ...£ 55m gap in our business plans over next 4 years
- Spending Review implications.....Local Housing Allowance
- Continuing to build new homes .....But with more focus on owner occupation
- Right to Buy.....Pilots now ongoing
- Welfare reform..... Impact of Universal Credit and Benefit cap
- Young People ..... How we support customers into work/training
- New technology .... How will our customers get online?
- Higher customer expectations.....Easier to do business with
- Customer retention ..... How do we keep our customers?



# Questions

