

**APPENDIX 1**  
**Action Plan – Review of Consolidation of Thirteen Housing Group**

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
1	Thirteen Housing Group provide an update report to the Place Select Committee in 2019 on the new Neighbourhood Co-ordinator operating model as part of this review's monitoring process, including assurance that the new Co-ordinators are appropriately skilled, trained and supported.	<ul style="list-style-type: none"> <li>• New role has now been rolled out across Thirteen's operating area.</li> <li>• Update to be provided to Select committee.</li> </ul>	<ul style="list-style-type: none"> <li>• Neighbourhood Co-Ordinator role is effective, is visible within the local community and maintains regular contact with ward members.</li> </ul>	Thirteen	July 2019
2	Thirteen Housing Group continue to seek positive relationships and strong communication with all Ward Members, and have robust plans in place for Ward Member engagement following the Local Elections in 2019.	<ul style="list-style-type: none"> <li>• Bi-monthly update for Ward Members re: High-Rise scheme</li> <li>• Introduction of (new) Ward Members to the Relocation Coordinators, Team Leader and Managers via Party Leader &amp;/or previous Ward Members with whom relationships already well established and positive</li> <li>• Inclusion of Ward Members at community events, their support promoting etc.</li> <li>• Pre-planning discussions &amp; scheme updates held as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Regular 2-way engagement via various/preferred methods of communication</li> <li>• Positive feedback from Ward Members and LA's (to Thirteen and Partners and within the media where appropriate)</li> <li>• Support of Ward Members at community events</li> </ul>	Thirteen - Senior Regeneration Manager	June 2019
3	Whilst acknowledging the restrictions around the national policy approach, the Committee fully support Thirteen Housing Group's commitment to looking at options to convert its future development programme from 'affordable rent' to 'social rent', and request that an update is provided following Thirteen Board's	<ul style="list-style-type: none"> <li>• Report considered by Thirteen Board.</li> <li>• Following the above, update position to be provided to Select Committee.</li> </ul>	<ul style="list-style-type: none"> <li>• The provision of homes that are 'affordable' to all.</li> </ul>	Thirteen	July 2019

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	discussions on this.				
4	Thirteen Housing Group provide assurance around the process of re-housing Anson House and Hudson House tenants to ensure, as far as possible, that people remain in that locality in the tenure of their choice (if this is their wish).	<ul style="list-style-type: none"> <li>• 70/78 tenants from Anson relocated.</li> <li>• 47/80 tenants from Hudson relocated including Leaseholder.</li> <li>• Face to face individual meetings held with customers, alongside weekly drop-in session.</li> <li>• Tenants offered Thirteen Home Standard (Decant) in new property and full disturbance support from Relocations Team.</li> </ul>	<ul style="list-style-type: none"> <li>• Decant of customers from Anson and Hudson Houses by July 2020</li> <li>• Feedback from customers (perception surveys, gifts/hospitality register, customer account videos where appropriate)</li> <li>• Customers re-housed within 1<sup>st</sup> or 2<sup>nd</sup> choice areas</li> </ul>	Thirteen – Senior Regeneration Manager	Summer 2020
5	Thirteen Housing Group provide assurance that the new Thirteen digital platform will accommodate the Council's requirements. If this assurance is not possible, Thirteen to provide assurance that it will include an effective interface with the current CBL operating scheme.	<p>SBC (as part of the wider Tees Valley Lettings Partnership) and Thirteen will both move forward with new, modern, digital lettings platforms:</p> <ul style="list-style-type: none"> <li>- Work is currently ongoing to ensure the integration of these 2 new platforms (i.e. a single point of access for customer).</li> <li>- The new platforms will be developed and tested by both parties during the summer 19.</li> <li>- Thirteen have revised their initial implementation timeline to accommodate this process.</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated, customer focused lettings platforms which positively supports those seeking accommodation within the borough.</li> </ul>	<p><i>Joint action</i></p> <p>SBC – Housing Services Manager</p> <p>Thirteen – Director of Business Development</p>	Testing ongoing during summer 19

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6	In order to mitigate additional cost burdens on the Council (including additional staffing requirements to administer the Housing Register and effectively deliver the agreed Nomination Agreement), Thirteen Housing Group provide further assurance around financial support to the Council following their exit from the current CBL scheme.	Thirteen have agreed a one-off financial contribution to support the integration of the lettings platforms.	<ul style="list-style-type: none"> <li>Financial contribution secured.</li> </ul>	Thirteen – Director of Business Development	Jun 2019
7	Thirteen Housing Group and the Council work together to ensure commonality on priority bandings in their respective Lettings / Allocation Policies, with the aim of ensuring that the Borough's housing needs are appropriately met. Thirteen to provide the Council with regular (quarterly) updates of the number of lettings, by priority banding, made directly via the Thirteen Lettings Policy.	<p><u>Each organisation will implement a different lettings policy.</u> However, work is ongoing (recommendation 5) to ensure a simplified, easy to understand process for service users/those seeking accommodation.</p> <p>The Tees Valley Lettings Partnership is currently consulting on its proposals for an updated Allocation Policy. One proposed recommendation will move from 5 bands (1+, 1, 2, 3, 4) to 4. This has been proposed to ensure the policy reflects current legislation and is more user friendly for service users.</p>	<ul style="list-style-type: none"> <li>Integrated, customer focused lettings platform which positively supports those seeking accommodation within the borough.</li> </ul>	SBC – Housing Services Manager	Oct 2019  Sept 2019
8	The agreed Nomination Agreement includes a fair and equitable percentage of Thirteen housing stock (including property type, tenure and location).	Conversations are ongoing to agree a Nomination Agreement.	<ul style="list-style-type: none"> <li>Nomination Agreement to secure a 'fair and equitable % of housing stock' to address housing need in the borough.</li> </ul>	SBC – Housing Services Manager	Oct 2019

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9	<p>Thirteen Housing Group give an undertaking to work jointly with the Council to ensure consistent communication and messages to residents / customers leading up to and post Thirteen’s exit from CBL.</p>	<p>As noted in recommendation (5) Thirteen and the Tees Valley Lettings Partnership are working to implement new, integrated digital lettings platforms.</p> <p>Key to this will be a mutual Exit Plan, which is intended to ensure consistent communication from both parties for residents / customers / wider stakeholders.</p> <p>Thirteen and SBC have jointly agreed key milestones as part of the exit plan and will continue to work towards these timescales.</p> <p>Consultation events will be held for both customers and partners as part of this process.</p>	<ul style="list-style-type: none"> <li>Residents / Customers and wider stakeholders fully understand the proposed changes and are able to access/use the new integrated lettings systems.</li> </ul>	<p><i>Joint action</i></p> <p>SBC – Housing Services Manager</p> <p>Thirteen – Director of Business Development</p>	<p>In accordance with an agreed Exit Plan</p>