

Private Sector Housing & Empty Homes Strategy Update

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Private Sector Housing Manager

Private Sector Housing Strategy



Private Sector Housing Strategy

2020 - 2024



Strategic priority 1 – Achieving high standards in the private rented sector

April 2022 – March 2023 – 72 properties inspected

58 Category 1 hazards assessed

- 40 Excess cold
- 5 Fire

249 Category 2 hazards assessed

- 50 Damp and Mould
- 32 Electrical
- 22 Personal hygiene, sanitation and drainage
- 18 Overcrowding

2 improvement notices served – lack of co-operation from landlords – both complied with.

46 Licensed Houses in Multiple Occupation (HMOs)



Private Sector Housing Strategy



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Strategic priority 2 – Enabling safe independent living

Completed DFGs from 1st April 2022

Owner-occupied, private rented and Registered providers – 79 (£686,000 - £900k by year end)

- 44 LAS
 - 12 SL
 - 9 Ramps
 - 5 Self clean WCs
 - 4 CTH
 - 1 Extension
 - 4 Other
- Age Range -
- 60+ = 53
 - 19 – 59 = 20
 - 0 – 18 = 6

NFDC Housing Stock – 83 (£855,500 - £1m by year end) Age Range – 60+ = 46

- 41 LAS
 - 12 Ramps
 - 8 SLs
 - 2 Self clean WCs
 - 1 extension
 - 19 Other
- 19 – 59 = 27
0 – 18 = 10



Private Sector Housing Strategy



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Strategic priority 3 – Tackling privately owned empty homes

Deliver an Empty Homes Strategy to:

- **Priority 1** – Pro – actively work to identify long term empty properties and target those which have a significant detrimental impact to the neighbourhood
 - 47 properties brought back into use – sold, renovated, privately let or Air bnb
- **Priority 2** – Provide support, advice and information to homeowners to bring empty properties back to use
 - Currently working with 72 empty property owners
- **Priority 3** – Enforcement – Use of legislative powers
 - 1 s215 notice served July 2021 on a long term empty (20+ years), property sold, currently being renovated.



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Strategic priority 4 – Energy Efficiency

Participation in Warmer Homes Consortium - aims to raise the energy efficiency of low income and low energy performance homes

Local Authority Delivery (LAD) 3 (41 Cavity wall, 23 Loft insulation, 15 Park Home insulations, 16 Solar PV)

338	1	72
Applications Received	Properties Partially Completed	Properties Completed
241	95	£ 406,628
Active Measures	Measures Completed	Funding Spent

Home Up Grade (HUG) (18 Park Home Floor insulation, 19 Park Home Wall Insulation)

101	0	19
Applications Received	Properties Partially Completed	Properties Completed
79	37	£ 257,800
Active Measures	Measures Completed	Funding Spent

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Strategic priority 5 – Create a fully integrated private sector housing service

- IT management system updated to provide integration with Housing Options and now Housing Landlord function.
- Joint working with the whole of the housing service, including:
 - Assessment of all DFG referrals from housing tenants with the Allocation Team
 - Our OT supports the Kitchen and bathroom replacement programmes
 - Working alongside Homelessness Officers to address poor housing standards and illegal evictions
- Working alongside the Greener Housing Delivery Manager to provide Letting Agents and Landlords advice and support on energy efficiency and working with NFDC to provide a good standards of private rented accommodation.
- Landlord forum – 3 held so far, next one **Thursday 27th April 2023**



Private Sector Housing Strategy



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Any questions?



Housing and Homelessness Overview And Scrutiny Panel

Housing Ombudsman Complaint Handling Code

15/03/2023

Complaint Handling Code

“The Ombudsman’s Complaint Handling Code sets out requirements for landlords that will allow them to respond to complaints effectively and fairly. The purpose of the Code is to enable landlords to resolve complaints raised by their residents quickly and to use the data and learning from complaints to drive service improvements.”

It will also help to create a positive complaint handling culture amongst staff and residents. Compliance with the Code forms part of the membership obligations set out in the Housing Ombudsman Scheme and our Complaint Handling Failure Order Guidance sets out in detail what actions the Ombudsman will take on any failure to comply with the Code or the Scheme”.

[**New Forest District Council Complaint Handling Code Self-Assessment Form**](#)

Handling Complaints

- 73 self-assessment questions against the code
 - Section 1 - Definition of a complaint
 - Section 2 - Accessibility and awareness
 - Section 3 - Complaint handling personnel
 - Section 4 - Complaint handling principles
 - Section 5 - Complaint stages
 - Section 6 - Putting things right
 - Section 7 - Continuous learning and improvement
 - Section 8 - Self-assessment and compliance
- Annual Assessment
 - Last completed in October 2022 following a change in the code in April 2022
 - NFDC is fully compliant



Housing and Homelessness Overview And Scrutiny Panel

Homelessness Update

15/03/2023

Homelessness Updates

- DLUCH Rough Sleeper Advisor visit 22 February 2023 (accompanied by our new DLUCH Homelessness Advisor)

Visit feedback from the Advisor:

- *“Very positive visit to Davis point. Julie spoke passionately about her work and we heard good feedback about support and the support/accommodation pathway from a resident”.*
 - *“Good to hear about Julie and wider team’s Psychological Informed Environments/Trauma Informed Care approach”.*
- Met with Southern Health to launch a research project in to the effectiveness of the Mental Health Practitioner role
 - Meeting with Turning Tides (Worthing) to enable them to learn from our successes

Mental Health Practitioner - Case Study

Internal report of crisis in accommodation
Behaviours were odd and strange
Housing staff did not fully understand behaviours and needs
Paranoid, fearful, scared, anxious, thought disordered

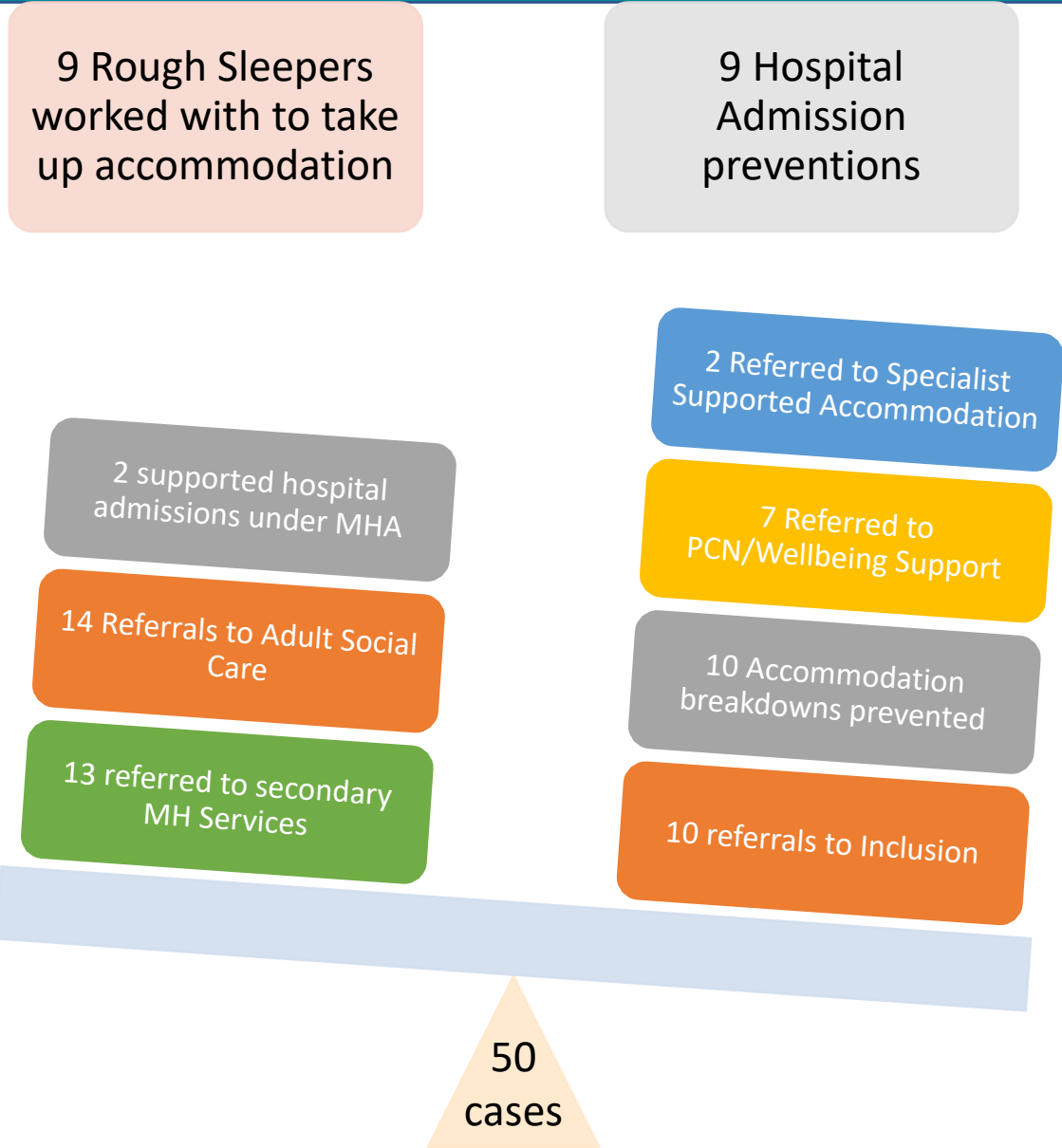
Previously known to CMHT
Latest referral by GP was declined due to non-engagement
History of disengagement
Heroin and other drug misuse
Psychotic

Navigated Care Pathway to:
Direct referral to Consultant Psychiatrist at CMHT
Inclusion
Social Care
Identified right type of accommodation for him

Regular 1 to 1 meetings
Built relationship
Encouraged use of prescribed medication joint work with Inclusion
Engage with Housing Officer and Support Worker
Emotional coping skills

Sustained Emergency Accommodation working with NFDC Housing
Moved to RSAP funded building
Ongoing engagement with Inclusion

The Numbers...



Homelessness Updates

Staffing

2 additional 2-year fixed term roles

- 1 recruited and commenced February 2023

Permanent Triage Officer

- Commenced employment February 2023

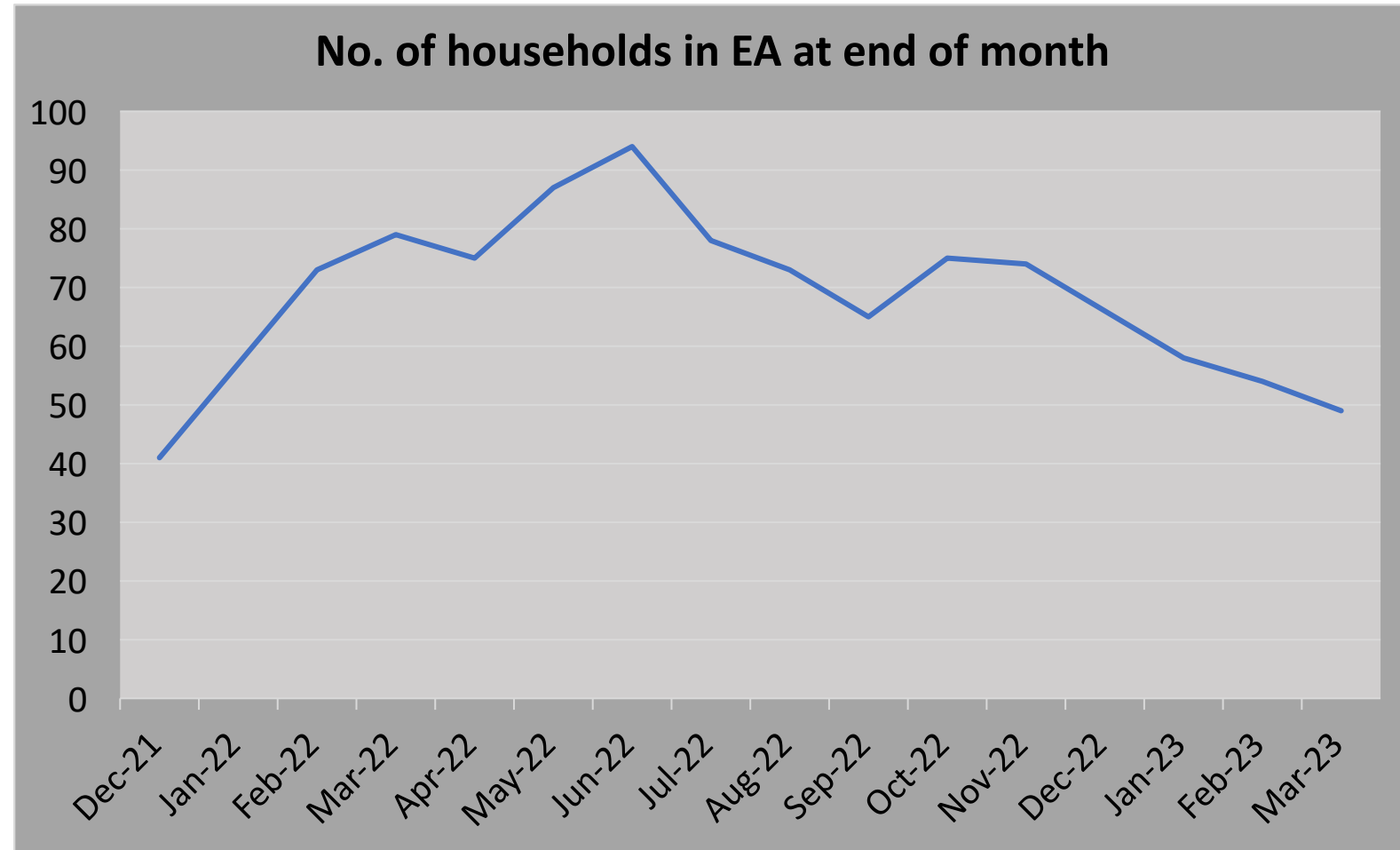
Rough Sleepers

- 1 current rough sleeper –
 - Last of complex cohort
 - Refusing accommodation by choice
- Tourlands House – 14 residents since opening with 3 new vacancies

Homelessness Updates

Emergency Accommodation as at 15/03/23

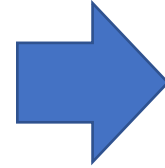
- 25 families – (30 in January 23)
- 24 Singles (30 in January 2023)
- 31 Nominations to TA and housing register for the above in place



Statistics

Housing Register

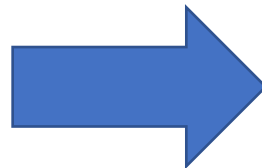
Band	March 21	June 21	Sep 21	Jan 22	March 22	June 22	Jan 23	March 23
1	17	20	24	21	19	20	22	20
2	226	245	256	283	272	274	306	310
3	369	413	421	408	415	438	495	495
4	655	672	688	696	679	696	795	804
Total	1,267	1,350	1,389	1,408	1,385	1,428	1,618	1,629



Housed Applicants

Band	2020	2021	2022	2023	Grand Total
1	24	50	44	4	113
2	67	138	125	23	353
3	42	80	29	3	154
4	26	27	17	3	73
Grand Total	159	295	215	33	702

Bedroom need	Count of Applicants	%
1 bedroom	714	44.1
2 bedroom	525	32.4
3 bedroom	290	17.9
4 or more bedrooms	89	5.5
Grand Total	1,618	



	2020	2021	2022	2023	Grand Total
1 bedroom	84	133	107	22	346
2 bedroom	53	87	60	8	208
3 bedroom	18	50	41	2	111
4 or more bedrooms	4	25	7	1	37
Grand Total	159	295	215	33	702

Questions?