

Resident's working
group to review
Wandsworth's
Housing Service
Standards

Workshop 3: Neighbourhood and Tenancy



Welcome



Housekeeping

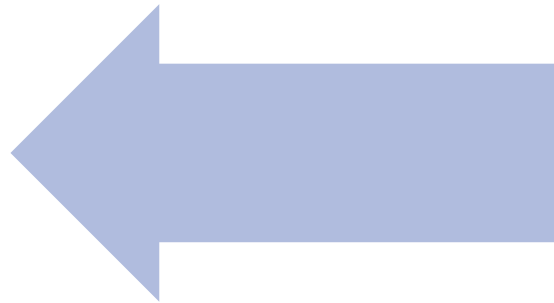
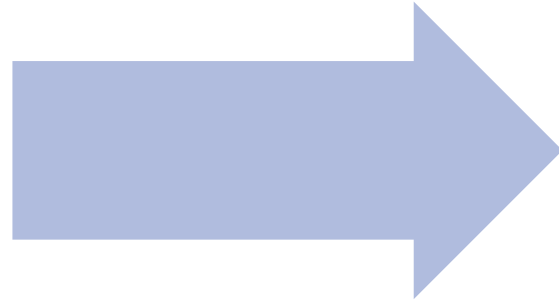


Introductions



What will we do today

Neighbourhood



Neighbourhood – what the regulator expects



- Neighbourhoods matter to tenants and landlords. Landlords should play their role in contributing to the upkeep and safety of shared spaces.
- Neighbourhood remains an important theme for our regulatory standards. In considering our standards in this area we are mindful of the role of registered providers as landlords and the fact that they are not always the primary organisation responsible for all aspects of their neighbourhoods. Landlords and other organisations working together can achieve better outcomes for the neighbourhoods in which tenants live.

Current Neighbourhood Service Standards



- Respond to Wandsworth Emergency Control (WEC) calls that require the attendance of an officer within 30 minutes
- Operate the WEC 24 hour emergency service, seven days a week, 365 days a year
- Remove 98% of all graffiti within target time
- Provide a dedicated noise nuisance line during and outside of normal working hours
- Report on the percentage of follow up actions completed in 5 days after a noise complaint has been received
- Provide a recorded information message for major incidents, for example, where there is large scale electrical failure in an area
- Take action against those responsible for ASB. In the most serious cases this could result in a tenant (or leaseholder) losing their home
- Record the number of new ASB cases reported within the year and report on the number of cases successfully closed within the year
- Keep you informed about what action can be taken to address ASB and its outcome



Working Group – questions

What are the most relevant standards to you?

What do you expect from us?

Is there anything missing?

Are there any amendments needed?



Neighbourhood – what to consider

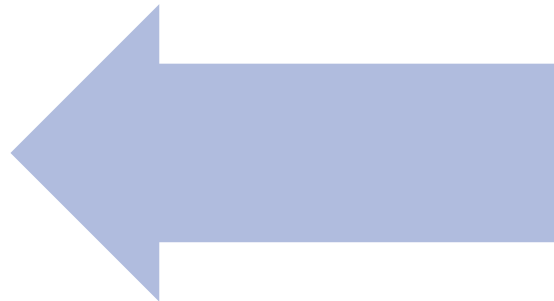
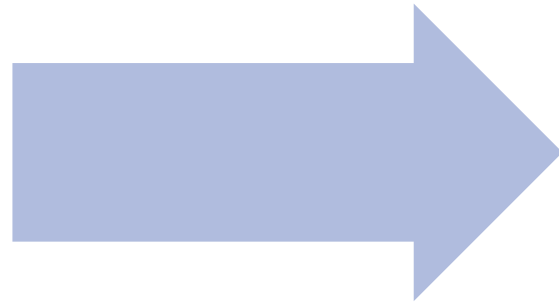
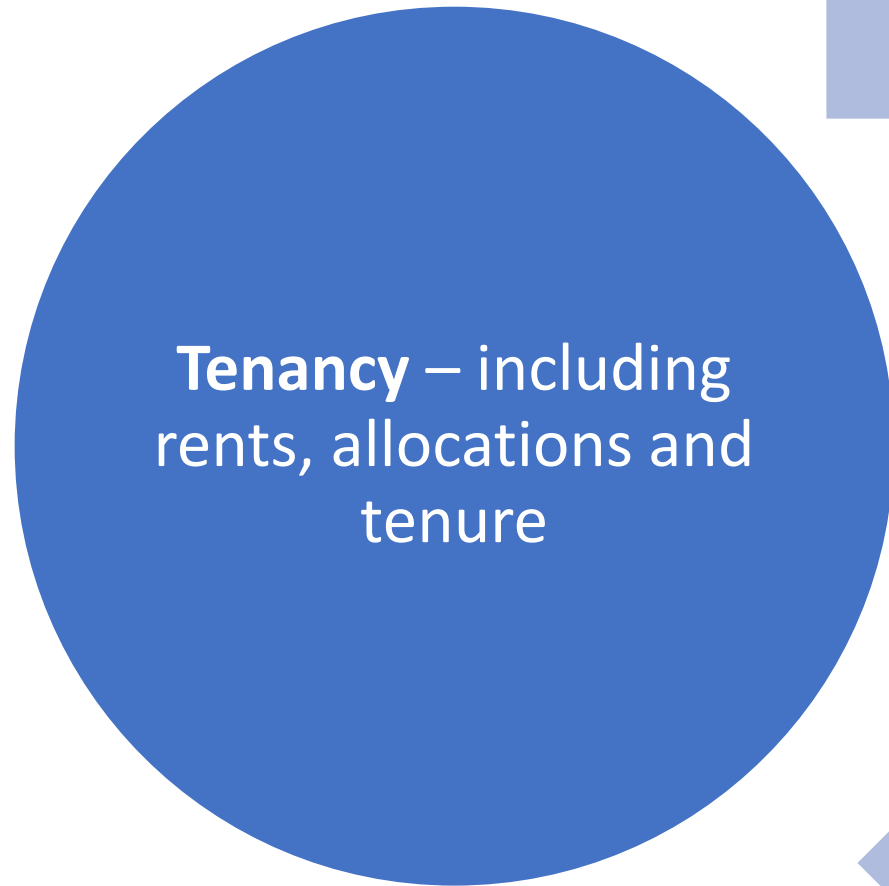
Do you feel safe in your neighbourhood

How can your landlord make a **positive contribution** to your neighbourhood

How should we measure the quality of estates – e.g. estate cleaning

How easy is it to resolve ASB issues

Tenancy



Tenancy – what the regulator expects



- Landlords must have a fair and transparent allocations process.
- Landlords will also need to think about how they make the best use of their housing stock and how it might be used to meet the diverse needs of their tenants and potential tenants.
- Wider economic and cost of living pressures highlight the importance of effective tenancy management, so that tenancies are sustained where appropriate. This includes supporting tenants, as well as working closely, and cooperating with local authorities in meeting their duties.

Current Tenancy Service Standards



- Provide applicants with access to an online housing enquiry and application form
- Email you immediately upon receipt of your online application to confirm we have received it
- Assess fully completed housing applications and let applicants know the outcome in writing as soon as possible
- Offer practical assistance with making an online application for housing where requested or appropriate.
- Monitor and report trends and performance in meeting our statutory housing advice, assistance and homelessness duties
- Provide new tenants with a copy of the Tenancy Conditions with the offer letter and we will be present when they view the property
- Visit new tenants in their new home within 28 calendar days of the start of the tenancy
- Offer new tenants help and advice with paying rent and visit them to discuss claiming benefits (where applicable)
- Give residents a choice of how to pay their rent; swipe card, direct debit, standing order, phone payments
- Send any rent increase letters giving the statutory 28 days notice
- Assess applications for tenancy support within 21 calendar days

Current Tenancy Service Standards



- Provide an internet based mutual exchange service for residents free of charge
- Sheltered housing tenants will be offered an independence plan developed with them within eight weeks of moving into sheltered housing, which tailors support to each individual
- Aim to let empty properties within 22 days
- Maintain a reception and appointments service to deal with housing advice and options enquiries
- Complete 58% of homelessness applications within 33 working days providing you have given us all the information we have requested
- Report on the number of under occupation transfers achieved and encourage mobility schemes to assist residents who wish to move
- Regularly review the online advice pages for housing advice and homelessness to ensure they are up to date and as informative as possible

Current Tenancy Service Standards



- Assist those affected by domestic violence and victims of hate crime through our Stay Put Stay Safe Scheme
- Deal with all RTB applications within statutory timescales and provide advice through our dedicated Homeownership Team to support purchase across a range of schemes the council operates
- Increase take up of house purchase grants and promote opportunities for home ownership.
- Deliver the Council's self build programme to help meet local resident housing demands



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Tenancy – what to consider



What expectations do you have if you needed to move

What are the most important rights and responsibilities and support new tenants be aware of