



Housing Services



Love Where You Live

Making Powys a **great** place to live

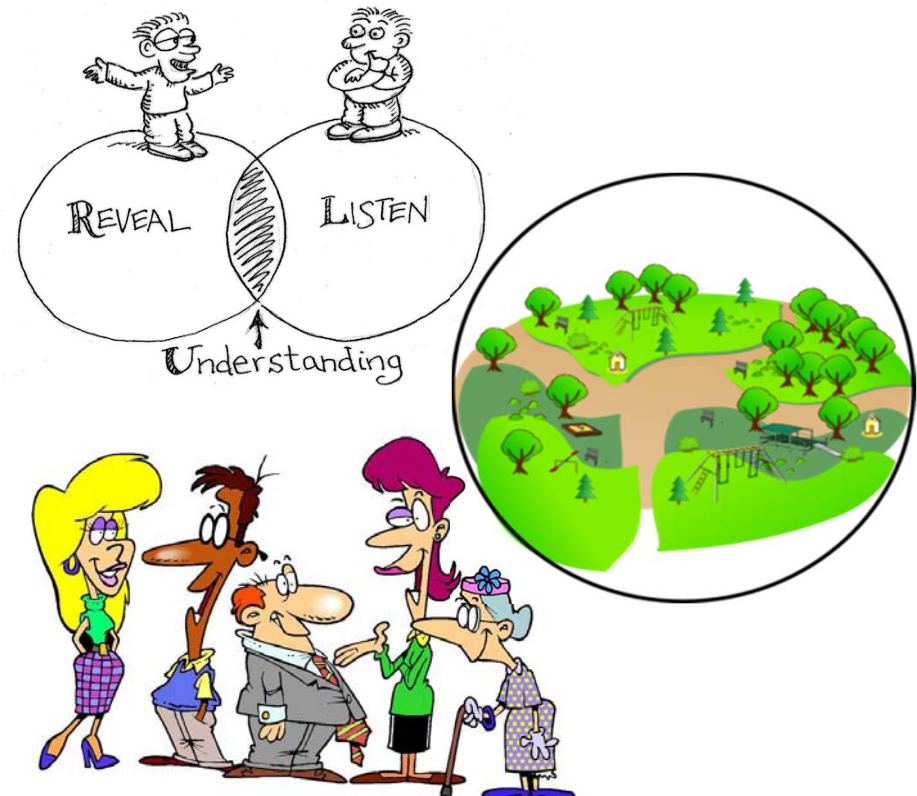
Why we need **Love** Where You Live

- Need to **improve** the fabric of estates – green spaces, garages and play areas.
- Need to better **understand** how customers view our services and experience the neighbourhoods we manage.
- Need to improve the support for tenants and residents to encourage **sustainable tenancies**



The three themes of **Love** **Where You Live**

- **Understanding**: engaging creatively with people to improve the intelligence we have about the service we offer.
- **Place**: new grass roots approach to estate maintenance and development
- **People**: helping people to make most of their home and neighbourhood



What is already **being done...**

- Localised, directly managed **estate maintenance**.
- **Caretaker Service** ready to roll.
- Quicker and more targeted **Anti-Social Behaviour** services.
- **Machynlleth Hub** opened on Valentine's Day



...and what's **to be done**

- **Highways to Work** – helping to build skills in Powys
- **STAR Survey** – finding out what people think of Powys housing services
- **Aelybryn and Penybryn** – options for the future
- **Garages** – a long term plan
- **Home Visit & Housing MoT** -



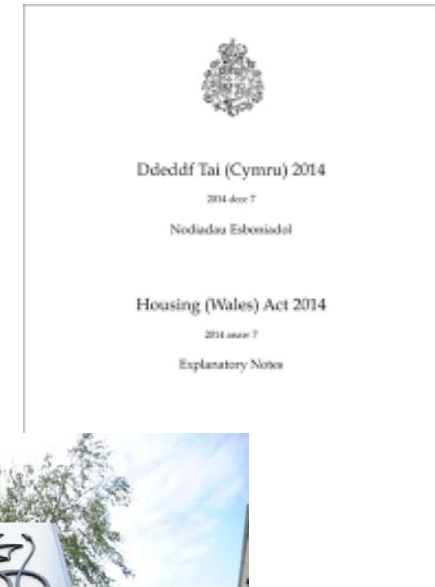
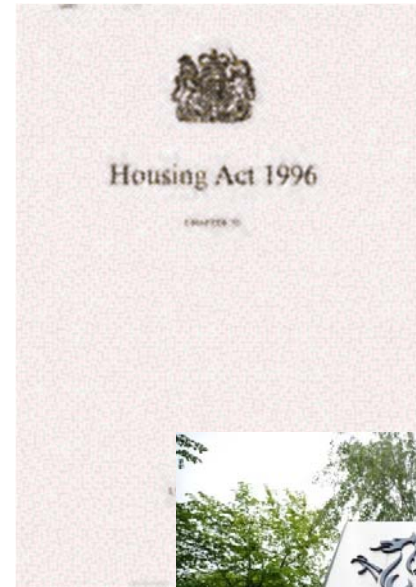


Homes in Powys

An easier way to find a **home** in
Powys

What does the Council **have** to do?

- To allocate social housing – we must have a policy in place (Housing Act 1996)
- Help homeless people find a place to live (Housing - Wales Act 2014)
- Comply with all the housing guidance issued by the Government
- Common Housing Register launched in 2015



Deciding what Powys **needed** to do

- Independent review of the Common Housing Register...
- Better information when people decide they want to apply for a home
- Improve the way people can access the Common Housing Register
- Introduce a new, user friendly ICT system



The **right** tool for the job

- Current ICT not designed for easy allocations
- Experts and other councils asked for advice on finding the right system
- On-line access 24/7 for residents and landlords
- Self-serve the way forward
- **Abritas the chosen solution**



What's **changed**?

- Clearer definition of **policy and practice**
- On-line **Housing Wizard** to explore *all* housing options
- Match **accessible homes** with people who need them
- **Local connections** will help inform investment in new homes
- **Key workers** and **volunteers** recognised





Paying the rent

Why change?

- Government guidance to create **payments culture**
- **Heads in the sand** as arrears spiral out of control
- Encourage **self-help** and responsibility
- **Universal Credit**



Rent **First** ethos

- **Rent** - the most important payment
- **Responsibility** - tenants taking control
- **Opportunities** – to increase income



Quicker, more personal **action**

- Focus on the **money**
- Quicker and **faster** recovery action
- Increased **personal** contacts
- **Legal** action mandatory at £1,000



And the **result?**

- **Lower** rent arrears in total.
- No accounts falling into unmanageable arrears.
- Greater **1-2-1** contact between officers and tenants





Powys

Housing One

Keeping in touch

01597 827464

Housing One

- **One number** for all calls to Housing Services
- Just two options...
- **Option 1** for Repairs & Heating – goes direct to HoWPS
- **Option 2** for everything else – homelessness, housing advice, finding a new home
- Welsh language option



Housing One

- January to December 2018 – the First Contact Officers answered **37,134** calls
- Twelve seconds on average to answer these calls
- January to December 2018 - **7,521** calls to apply for housing
- Each call lasted for 14 minutes



Housing One

- Self-service housing applications
- Rent accounts on line
- On line payments
- 24/7 automated payment telephone line
- Facebook
- E-mail



Repairs and Maintenance

- All day-to day repairs enquiries – direct to HoWPS...
HoWPS Helpdesk - [0333 2225913](tel:0333 2225913)
Housing Services - [01597 827464](tel:01597 827464)
(select Option 1)
- Follow-up enquiries...
Resubmit to HoWPS after three days
- Then go to a formal complaint after three days...
Complaints@howps.co.uk with
Official Complaint in the subject box.



Gwasanaethau Eiddo
Calon Cymru Cyf

Heart of Wales
Property Services Ltd



Powys

Housing Services

Questions please!