



Annual Report to Kirklees Council

9 November 2016

*Quality homes and services
in successful communities*



KNH's Vision

- Be the 'go to' housing and property organisation in Kirklees
- Be an outward-facing anchor organisation in our communities



What are we here for.

- To deliver exceptional housing and property services to 23,000 council tenants, creating better outcomes for our customers
- Minimise the negative impacts of welfare reform and proactively prepare for the Housing & Planning Act
- Improve core service delivery through listening and learning to our customers
- Deliver within the resource available



Where are we now?

- **Merger with Building Services** – took place on 17th October 2016.
- **Welfare reform** – proactive work to support tenants
- **Housing & Planning Act** –ending lifetime tenancies, pay to stay, sale of high value homes



What KNH achieved in 2015/16

- **84%** of our customers were satisfied with the services we provide
- We let **2298** properties in 2015/16 – 98.6% occupancy rate; the average time to re-let was 31.2 days
- We collected **97.3%** of the £82m rent due; welfare reform changes have added £350,000 to our overall arrears position

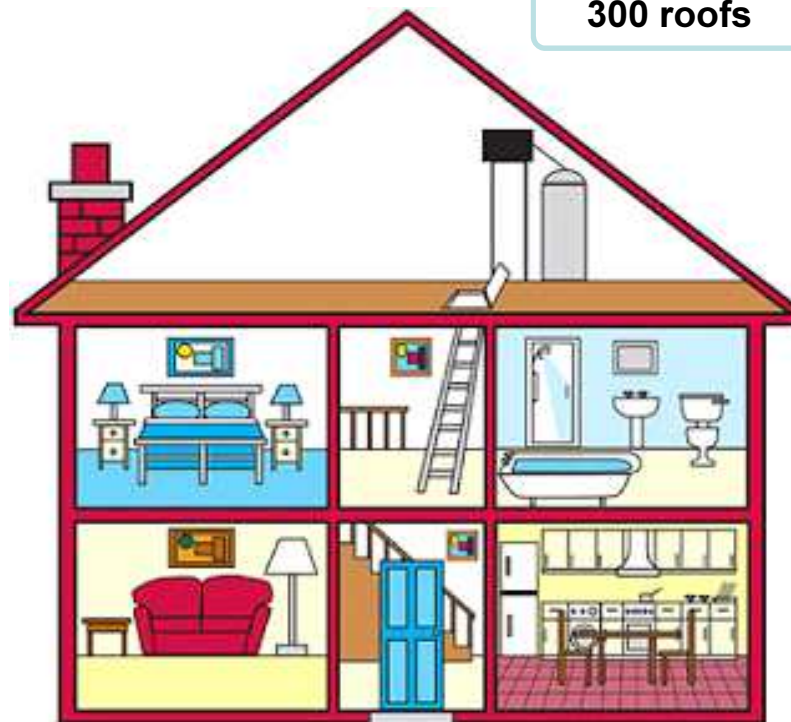


Repairing & Maintaining Council Homes

We managed 23,000 council homes during the year

KNH and Building Services managed the council's £7.6m responsive repairs budget, delivering 76,946 repairs over the year

99.83% are now upgraded to "decent homes" standard



300 roofs

740 rewires

1157 boilers & central heating systems

326 bathrooms

266 kitchens

Quality homes and services in successful communities



Delivering Economic Resilience

- Made 109 trust fund applications, realising £59,355 for tenants
- Helped 121 tenants make a case to benefit agencies, resulting in £53,743 additional income
- Distributed 79 food parcels and Christmas gifts for 110 families
- Helped 327 tenants and got 85 into employment and 76 into training



Delivering Early Intervention & Prevention

- We increased occupancy of our retirement living schemes to 97.12%
- 3457 older people took part in 364 activities designed to help them stay active and engaged with their community
- 123 new tenancies set up for young first-time tenants and 86 furniture packs supplied; 80% positive terminations
- 150 children attended breakfast clubs
- 450 children attended play schemes