

## Chichester District Council

### Housing standards and future needs – Report of the Task & Finish Group

#### 1.0 Recommendations

That the Council:

- 1.1 Liaise with WSCC, Homes England, registered provider partners and community land trusts as appropriate to develop future housing strategy and as Hyde is the largest registered provider in the district owning 73% of the stock, it is advised that a Strategic Asset Management Group is established to understand Hyde's priorities as an organisation and identify joint priorities for the Chichester District. The group should focus on:
  - the most effective use of the affordable housing assets
  - identification of the non-decent homes and hard to let properties
  - review of the LSVT agreement
  - future working policies
  - identification of potential affordable housing development opportunities
- 1.2 Develop a policy in consultation with its registered provider partners which sets out acceptable standards in terms of existing properties and lettable standards. This should consider what action will be taken in the case of disrepair, the need for using enforcement action where acceptable standards are not maintained by registered providers and ensuring sufficient staffing resources are in place.
- 1.3 Develop a new Housing Strategy after engaging with stakeholders and taking account of the findings of the Task and Finish Group, the HEDNA, the findings of the proposed Strategic Asset Management Group with Hyde and government policy. This should also include re-assessing future options for delivering and managing affordable homes both in urban and rural areas and ensuring affordability for those most in need.
- 1.4 Undertake an extensive review of the Council's allocation scheme. This should include consideration of whether the income limits are still appropriate and a review of the guidance provided to applicants on bidding for suitable properties.
- 1.5 Cabinet member for Housing and senior officers should meet and brief the local MPs and relevant officers on the issues identified and emphasise how better controls are needed to ensure that social housing stock is maintained to a good standard. A briefing note should also be forwarded to the local MPs, relevant ministers and civil servants.
- 1.6 Continue to support registered providers and community land trusts to develop small rural schemes or to acquire existing affordable homes, by providing grant funding where viability is proven to be an issue and there is an evidenced housing need.

- 1.7 Establish a strategic relationship with South Downs National Park to identify mutually agreed targets in terms of affordable housing and develop joint working practices.
- 1.8 Produce an online housing handbook for members, parishes and residents to include definitions of affordable housing terms and details of current policies. The Council should also ensure that tenants and councillors are provided clear advice in respect of the procedure for making complaints with details easily available on the Council's web site.

## **2.0 Introduction and background**

- 2.1 On the 13<sup>th</sup> March 2001 CDC transferred its housing stock to Chichester District Community Housing Limited. The stock required significant investment and the resources available to the Council, to both update existing stock and build new affordable homes, were very much restricted by financial regulations and the resources available. The Government encouraged, and the Housing Act 1980 enabled, all Councils to transfer their stock to a registered provider, who would raise the funds to both purchase the stock and carry out the necessary backlog of repairs to bring the homes up to the Decent Homes Standard. The local authorities received a capital receipt that they could use to pay off any council debt and also use any remaining funds to provide grants to registered providers to deliver new affordable homes.
- 2.2 When the housing stock was transferred both parties entered into a Large Scale Voluntary Transfer (LSVT) Agreement, this set out obligations in respect of both parties over 30 years. These obligations included nomination rights to CDC, restrictions on the rents, the sale of properties and the development of land. Over the last 17 years there have been significant changes to the way registered providers are funded which have impacted on the way in which their assets are managed. Changes to government policy which have impacted on the management of the transferred stock are detailed in Appendix 1.
- 2.3 On the 13 June 2017 a report on the Review of the Housing Allocation Scheme was presented to Overview and Scrutiny Committee. Concerns were expressed by members of the Overview and Scrutiny committee regarding 1) the lettable standards of the hard to let properties and 2) the suitability of hard to let properties in terms of meeting current housing needs. As a result of these concerns members recommended that a Task and Finish Group be set up by the Cabinet Member for Housing services to "review the Quality Standards of existing affordable housing stock in the district and the overall demand for the type and volume of new affordable housing in rural and urban areas".
- 2.4 The recommendations set out in the report of 13 June 2017 have not been taken forward as it was recognised that a fuller review of the Housing Allocations Scheme was required to take account of recent legislative changes and the findings of this Task and Finish Group. This is now expected to be undertaken in 2019/20.

- 2.5 The Statistical Data Return (SDR) collects comprehensive data on the ownership and location of social housing stock. The latest report dated 24<sup>th</sup> October 2017 indicates that Chichester District has a higher amount of non-decent homes, lower rents and higher vacancy rates than other local authority areas in the south east, as shown in Appendix 2. This is partly because older stock in other areas is still in the ownership of local housing authority and therefore is not accounted for within the SDR and because the registered provider stock within this area is relatively new.

### **3.0 Study group**

- 3.1 The group was convened in September 2017 by the Portfolio Holder for Housing with membership as follows:

Jane Kilby – Chair and Portfolio Holder for Housing  
Josef Ransley  
Andrew Shaxson  
Norma Graves  
Penny Plant  
Keith Martin  
Clare Apel (Observer)

Support was provided by:

Linda Grange – Divisional Manager of Housing Services  
Elizabeth Reed – Housing Standards and Homemove Manager  
Holly Nicol – Housing Delivery Manager

- 3.2 A copy of the Terms of Reference is attached at Appendix 3.

### **4.0 Quality Standards - Complaints and common issues**

- 4.1 During 2015, the Environmental Housing team were inundated with complaints in relation to registered provider properties where tenants were dissatisfied with the repairs service they had received from their landlord. At the time Hyde were experiencing particular issues with their repairs and maintenance contractor which they have endeavoured to address. Since 2015 the Housing Standards team have only accepted complaints from housing association tenants if the tenant is disabled or vulnerable, otherwise tenants have been advised to complain directly to their landlord and where necessary enter into their 3-stage official complaints procedure. This policy was introduced as a means of targeting CDC's finite resources to those tenants in most need of assistance.
- 4.2 An analysis of statistics held by CDC over the last 3 years gives a snapshot of the sorts of issues that arise for the most vulnerable tenants. The data collected, clearly shows that properties built between 1946 and 1979, mostly properties transferred from the Council to Hyde, attracted the highest number of customer complaints. Furthermore, the highest number of complaints received was in relation to Hyde and Clarion properties. The issues being complained about are primarily related to dampness (including unresolved water leaks, issues with condensation) and problems relating to heating as shown in Appendix 4

- 4.3 With regard to timescales for resolving complaints there is a mixed picture over the last 3 years. Using Hyde as an example we found that the majority of complaints were resolved within less than 7 days but a significant proportion take rather longer to conclude, as shown in the table below.

Time taken for Hyde to resolve repairs complaints referred to CDC

	<7 days	7-28 days	28-84 days	84 days +	Total
2015-16	10	4	3	9	26
2016-17	8	4	5	5	22
2017-18	8	4	7	15	34

- 4.4 Recently there have been a significant number of complaints referred to local councillors and the MP which have remained unresolved for a considerable period of time. If these are raised with the housing standards team an officer will investigate and where possible help to get the matter resolved. However, unless a category 1 hazard exists, officers have no power or sanctions to enforce action and with limited staff resources in the team such work impacts on the delivery of other services, such as licencing and disabled facilities grants.
- 4.5 Nationally complaints to the Housing Ombudsman rose by 16% in 2017/18 compared to the previous years. Repairs were the biggest grounds for complaints, making up 37% of the total.
- 4.6 In reaction to Government policy changes set out in Appendix 1, registered providers have had to make considerable efficiency savings in order to maintain their development programmes and have also reviewed how they maintain and manage their assets. For example, Hyde has now stopped its rolling refurbishments of kitchens and bathrooms and when relets are deemed to require over £10,000 of repair works they are considered for disposal. Any relets requiring over £30,000 of repair works are put forward for disposal. As a result the general condition and level of investment in properties on older estates has declined. The Task and Finish Group consider this lack of investment in existing stock to be a significant issue, particularly in the rural areas where there is very limited stock and such stock is unlikely to be replaced.
- 4.7 As from the 1st April 2018 there will be a requirement for rented properties to have a minimum energy performance rating of E on an Energy Performance Certificate (EPC). The regulations will come into force for new lets and renewals of tenancies with effect from 1st April 2018 and for all existing tenancies on 1st April 2020. This will rise to D in 2025 and C in 2030. This will have major implications in terms of older stock for registered providers and will significantly impact on the lettability of the older ex-Council stock transferred to Hyde.

## 5.0 The Housing Register and the Allocations Scheme

- 5.1 Although the Council no-longer owns or manages its own housing stock, it still has a statutory duty to maintain a housing register and an allocation scheme. It is the policy of Chichester District Council and its registered providers of social housing partners to operate a choice based lettings scheme, enabling people to

make well-informed decisions about their housing options. Choice based letting is aimed at improving the sustainability of the affordable housing stock in order to maximise its effectiveness and encourage residents to have a stake in their community.

- 5.2 The Council's Allocations Scheme adopted on 9<sup>th</sup> July 2013 introduced both 1) a local connection criteria so that only applicants with a local connection to the district qualify to join the housing register and 2) a rural allocation policy which gives preference to households able to demonstrate a local connection to the parish in which a property is located and have a priority need (i.e. household in bands A to C). The rural allocation scheme was introduced to help sustain local communities and to ensure low income households can be accommodated in the locality to which they have a strong local connection.
- 5.3 The Scheme also imposed income limits in order to ensure that the limited stock of affordable homes is available to those in greatest need. The scheme provides that applicants with an annual household income of more than four times the Local Housing Allowances (LHA), for the size of property they need, do not qualify to join the housing register, see appendix 5. Since 30<sup>th</sup> January 2015 Local Housing Allowances have been frozen and the rate effective from 1<sup>st</sup> April 2018 still uses the 2015-16 rates, based on the 30th percentile of rents. During this period market rents have significantly increased in the district and the ability of local households on low income to access market housing has decreased in both urban and rural areas. Registered providers generally cap their affordable rents on new developments at LHA levels to ensure affordability.
- 5.4 The table below shows the number of applicants on the housing register as of the beginning of January each year and demonstrates the significant reduction in numbers on the housing register over time. The figures in brackets are the percentage of applicants in a particular band expressed as percentage of the total of number of applicants on the housing register. Whilst the total number on the housing register has reduced significantly since the introduction of the Allocations Scheme adopted in 2013, the percentage of applicants in band D (with no priority housing need) has increased. It would be reasonable to assume that these households are more likely to be choosier as to where they bid than households in higher bands with more pressing housing needs.

Number on Register by Band	2011	2012	2013	2014	2015	2016	2017
Band A	69 (1.3%)	61 (1.3%)	42 (0.8%)	40 (1.2%)	45 (1.7%)	39 (2.1%)	26 (1.9%)
Band B	256 (5.6%)	304 (6.5%)	180 (3.3%)	172 (5.1%)	162 (5.9%)	190 (10.3%)	115 (8.4%)
Band C	1860 (40.5%)	1567 (33.5%)	1933 (35.5%)	993 (29.2%)	762 (27.9%)	443 (24.1%)	373 (27.4%)
Band D	2408 (52.4%)	2747 (58.7%)	3291 (60.4%)	2192 (64.5%)	1762 (64.5%)	1170 (63.5%)	848 (62.3%)
<b>Total</b>	<b>4593</b>	<b>4679</b>	<b>5446</b>	<b>3397</b>	<b>2731</b>	<b>1842</b>	<b>1362</b>

- 5.5 Chichester District is the second largest second tier authority, in terms of area, in the South East of England. The area it covers is diverse and access to the more

rural areas relies on car ownership. At the same time the requirements of households on the waiting list are varied (singles, couples, families, older persons) and such households can only bid for a property of an appropriate size. It could be argued that in reducing the number of families on the housing register, the number of potential bidders, particularly in rural areas has been significantly reduced. In a small densely populated urban district it would be much easier to match the needs of households to stock.

- 5.6 Since 2013 most of the Council's registered provider partners have introduced fixed term assured shorthold tenancies in line with government policy. New tenancies in Chichester District are generally let on 5 year plus fixed term tenancies, depending on the circumstances of the household. At the end of the fixed term, the household's circumstances are reassessed to see whether the property is still suitable in terms of meeting their needs and whether they still require affordable housing. It is expected that in the longer term this will create a higher turnover of stock to meet the needs of the housing register but it is too early to tell whether there has been any significant impact. Currently the LSVT agreement prevents Hyde from letting the older transferred stock on fixed term tenancies.
- 5.7 RP partners own in total about 8,100 social / affordable rented properties (73% owned by Hyde) across the district, including houses, flats, bungalows and sheltered or supported accommodation. As at 2<sup>nd</sup> July 2018 there were 1351 households on the Council's housing register. The turnover of existing stock makes a significant contribution towards meeting the demand from the housing register with an average of 300 per year. However there is much greater turnover of one and two bedroom units and very low turnover of larger units as shown in Appendix 6.

## **6.0 Refusals and hard to let properties**

- 6.1 In general there is higher demand in urban areas (see appendix 7) and affordable housing in rural areas attracts fewer bids than that in urban areas. A higher percentage of properties are re-advertised in rural areas especially in more remote parts of the District, as identified in the Review of the Allocations report to OSC.
- 6.2 The evidence indicated that there seems to be little demand for existing sheltered accommodation from those living in rural parishes since over 50% of the properties have to be re-advertised before they are allocated and only 1 out of 22 (4.5%) properties were let to an applicant with a rural local connection to the relevant parish. Sheltered housing schemes including Wells House and Cobden House in Midhurst and Russet Court in Fernhurst have proved particularly difficult to let over recent years and is impacting on the void times experienced by the Registered Providers of Social Housing.
- 6.3 There appears to be a number of reasons why existing sheltered accommodation is becoming increasingly difficult to let, including:
- Fewer households on the Council's housing register
  - Fewer people wanting such accommodation
  - Where situated in rural areas with limited access unless a car owner.

- Older people tend to prefer accommodation in locations where they can easily access services.
  - Some schemes are relatively old and no longer meet the needs
  - Some are relatively small, consisting of a bedroom/lounge and don't meet the expectations of the client group.
  - The majority of the sheltered schemes no longer have wardens on site.
  - People do not want to pay the service charges associated with sheltered schemes.
- 6.4 The evidence indicates that properties in rural areas are less popular than those in more urban parishes because on average they attract fewer bids and a higher percentage of such properties have to be re-advertised. Further analysis of the data indicates that new homes in rural parishes are more popular than older properties and such homes attract more bids from applicants with a local connection to the parish as well as those without the relevant local connection. They are also more likely to be allocated to an applicant with a valid local connection to the relevant parish. The older (ex- CDC stock) stock attracts fewer bids particularly in rural areas such as Townfield, Kirdford; Great Pin Croft, Fittleworth and Warrenside, South Harting.
- 6.5 Hyde has indicated that it is experiencing a high number of refusals when they make an offer of the property to an applicant who has placed a bid on it. This has become more evident since the allocation of its properties is now carried out centrally rather than from the local office. Hyde has advised that the level of refusal is higher in Chichester than in other areas. It is also evidenced by the fact that a relatively high number of older properties are re-advertised before they are successfully allocated to a new tenant. Clarion has also reported the same issues to Mid Sussex District Council.
- 6.6 The reason for the high level of refusal is not clear. It may be due to a number of factors including applicants placing bids on unsuitable properties because they are under the misapprehension that they must place three bids in each and every bidding cycle. Some applicants do not carry out any research and place bids on properties in remote locations even though they don't have their own transport. It may also reflect the fact that the Hyde Group's lettable standard is low and clients anticipate the property being in a better condition than it actually is at the time of viewing.
- 6.7 Where rental properties have been advertised at least twice, Hyde has advised that they will advertise them for rent on Right Move. It has more recently been suggested that such properties could be offered to homeless households outside of the register, however such properties are not necessarily in suitable/sustainable locations for such households.
- 6.8 Refusals increase Hyde's costs and increase void times so a potential solution would benefit Hyde and in the longer term all applicants on the register, due to the reduction in void times. It has been suggested that the problem could be minimised by introducing a sanction against applicants who regularly refuse offers of accommodation. It is suggested that if an applicant refuses three offers then they should be suspended for a period of time and thus would be excluded from placing any further bids until re-instated.

- 6.9 A new IT system is due to be introduced and it is proposed that the Allocation Scheme is amended to provide a continuous bidding system rather than the current fortnightly bidding system. This will reduce delays in allocating properties and reduce void times.
- 6.10 The Large Scale Voluntary Transfer (LSVT) agreement with Hyde restricts the rent levels of the older stock transferred to Hyde to social rents (approx. 50% of market rents), but the data analysis indicates that newer affordable rent properties with rents set at 80% of market rents properties receive more bids than older properties with lower social rents.

## **7.0 Registered provider stock, asset management and rent levels**

- 7.1 Government policy since 2011 (appendix 1) has put pressure on registered providers to increase delivery of housing with less generous grant and reduced rental incomes. This has forced them to consider efficiency savings, cost cutting and in some cases reduced services. It has also led providers to review their asset management policies to ensure that they are realising the optimum economic and social value of their stock.
- 7.2 Social rented homes transferred to Hyde in 2001 comprise approximately 80% of Hyde stock in Chichester District. This stock is aging, requires relatively high maintenance and will require significant investment if it is to meet the minimum energy efficiency standards introduced by the Energy Efficiency (Private Rented Property)(England and Wales) Regulations in 2015 by 2030. This stock is dispersed throughout the district and the older properties in the rural areas have higher void rates. This is usually due to properties being hard to let or having a high refusal rate and in both such cases is often due to outdated standards of the accommodation or the poor condition of the property.
- 7.3 Registered providers are now generally focusing their limited resources on developing new housing stock in strategic locations which is less costly to maintain and manage. The tenants also benefit from higher energy ratings and lower energy bills.
- 7.4 Hyde's current asset management policy currently includes:
- Consideration of disposing properties requiring over £10k of work on relets, especially where isolated.
  - Disposal of properties requiring over £30K of works on relets.

Hyde also uses a financial appraisal to determine the Social Equity value of a property. This provides comparisons in terms of the returns generated from outright sale verses returns from re-letting at both social rents and affordable rents over a 60 year period. In their view a disposal will often provide a greater return now than it would to re-let the property over the next 60 year period when accounting for future planned and day to day maintenance costs, grant repayments, servicing costs, rent changes etc. The appraisal uses assumptions and formulae which account for rent increases / decreases, depreciation, forecast maintenance costs over the next 60 years as well as age / type of

property. The appraisal also accounts for the costs of the void works required to re-let the property but it does not take account of future asset value.

- 7.5 Properties requiring over £30K of works are usually older social rent (ex-Council) properties needing new kitchens, bathrooms, central heating or other major works (and are often in very poor decorative order). In many instances such properties have not been bought up to Decent Homes Standards as the outgoing tenant(s) chose not to have the property updated.
- 7.6 Hyde has advised that it intends to dispose of all units which meet their disposal criteria unless there is a viable development opportunity on the site. This is more likely to affect the rural villages where stock is older and in need of significant investment. Hyde would then look to re-provide / develop on larger sites of over 20 dwellings. Details of disposals to date are provided in Appendix 8.
- 7.7 There is a disposal protocol in place and up until now Hyde have sought CDC approval to dispose of properties but CDC has no legal power to prevent a disposal. Under the current legal agreement proceeds of disposals (less costs) go into Designated Reserve Account (DRA). These funds must be spent in Chichester District and CDC must approve any spend. There is currently £690K in the DRA.
- 7.8 During a tour of Hyde properties, members of the Task and Finish Group recognised that there is a stark contrast between new and second hand / older properties and that there is little incentive for applicants on the housing register to take on older properties. Photographs illustrating these differences can be seen at Appendix 9. Concerns were raised that if investment in stock remains minimal what will become of new homes built now in ten or more years' time.
- 7.9 Affordable rents are capped at 80% of market value or Local Housing Allowance (LHA) rates (whichever is less), and are inclusive of service charges, whereas social rents are generally around 55% of market values but do not include service charges. Definition of social rents and affordable rents can be found in the glossary. It should be noted that the difference between the two is not as big as one would expect as the capping of the LHA rates (since 2014/15) and the Government's 1% Rent Reduction Policy have had an impact in bridging the gap. Appendix 10 sets out current median market rents, Local Housing Allowance (LHA) rates, affordable rents, social rents and service charges in Chichester District.
- 7.10 Hyde's current rented stock in Chichester District is made up of around 80% social rent and 20% affordable rent. Under the LSVT agreement Hyde must charge social rents for all their ex-council stock in the District and provide lifetime tenancies. All stock developed since 2011 is let at affordable rents and new tenancies are fixed term. Hyde, like many other registered providers, would in future like to see rents linked to affordability and salaries in the area but this will be subject to any HCA funding conditions imposed post 2020. There is significant pressure on the government regarding affordability. However, if rents were set at lower levels the government would need to substantially increase the grant funding available to make new schemes viable.

## **8.0 Future government policy**

- 8.1 The 1% Rent Reduction Policy has now been updated and on 4 October 2017, the Government, announced:  
“...increases to social housing rents will be limited to the Consumer Price Index (CPI) plus 1% for 5 years from 2020. This will give social tenants, councils and housing associations the security and certainty they need.” It also announced an extra £2bn for “affordable housing”, with funding for social rented homes in areas “where need is greatest.”
- 8.2 In the wake of the Grenfell Tower disaster, the government announced it is to bring forward a green paper on social housing to consider:
- The safety of social housing.
  - The way tenants are listened to, their concerns acted up on and their rights
  - The number of homes being built and community cohesion
  - Overall quality of social homes, as many are now aging
  - Service management and how tenants and their homes are taken care of
  - What can be done to ensure their complaints are taken seriously, dealt with properly and clear timely redress when things go wrong.

This was published on 14<sup>th</sup> August 2018.

## **9.0 Conclusions**

- 9.1 There is clearly a link between the out of date standards and declining condition of the older ex-Council stock. This is reflected in them often being more difficult to let and having a higher refusal rate. Most of the Council’s other RP partners have significantly less stock which has mostly been built since 1980. The decline in the quality standards appears to have arisen largely as a result of government policy since 2011. As a consequence of lower grant rates, lower rents and the drive to build more housing, registered provider investment has been diverted from maintaining and improving existing stock to investment in new affordable housing stock.
- 9.2 There is a stark contrast between the new and the second hand / older properties and there is little incentive for applicants on the housing register to take on older properties. Evidence suggests that applicants on the housing register are prepared to pay higher rents for newer, more modern homes.
- 9.3 Registered providers have the difficult task of deciding whether or how much they invest in less popular, older properties, which will require significant future investment to reach energy rating standards; or do they dispose of such properties and use the proceeds to invest in new modern energy efficient homes.
- 9.4 A major issue for Chichester District is that many of the older homes in need of investment are located in the rural parishes. If these homes are disposed of and lost to the market it will be extremely difficult to replace them especially in the South Downs National Park. Furthermore, under the current affordable housing

funding regime it is unlikely that registered providers will be developing small rural sites.

- 9.5 There is measurable demand for affordable housing throughout the district and whilst the highest and more acute need tends to be within the more urban settlements, there is a degree of need within most rural parishes which struggle to sustain their local services as a result of high house prices.
- 9.6 The Council need to work with our registered providers to address the quality standards of relets, to make the most effective use of the affordable housing assets within the district, both in terms of allocations and the potential redevelopment of the assets and to attract maximum investment in new affordable housing which is affordable to local people.

## **10.0 Appendices**

- 10.1 Affordable housing – changes to government policy since 2001
- 10.2 The Statistical Data Return - non-decent homes, rents and vacancy rates
- 10.3 Terms of reference of the Task and finish Group
- 10.4 Complaints and repairs data
- 10.5 Local Housing Allowances
- 10.6 Stock turnover figures
- 10.7 Housing register needs data by parish
- 10.8 Hyde Disposals since stock transfer
- 10.9 Photographs of relets and new homes
- 10.10 Rent comparisons
- 10.11 Glossary

## **11.0 Background papers**

- 11.1 Review of the Housing Allocation Scheme, Overview and Scrutiny Committee, 13<sup>th</sup> June 2017.

## Government policy changes affecting Registered Providers since 2011

### 1 Reduced affordable housing grant for development

The Comprehensive Spending Review in the Autumn of 2010 reduced funding for new affordable housing by 60% over the period 2011-2015. This was followed by the introduction by the Homes and Communities Agency of a new funding framework, which has greatly reduced the level of grants. Registered Providers have found themselves operating in an increasingly difficult environment

In 2010/11 the average grant level in Chichester District was £61,494 per affordable home and by 2016/17 this was reduced to £7,400, as shown in the table below.

#### Social housing grant received in Chichester District since 2001

year	Units funded	Grant £	Grant per Unit £
2016/17	149	1,102,600	7,400
2015/16	184	1,619,522	8,802
2014/15	310	4,506,706	14,538
2013/14	96	700,762	7,300
2012/13	82	1,748,728	21,326
2011/12	134	6,255,968	46,686
2010/11	105	6,456,866	<b>61,494</b>
2009/10	171	5,212,500	30,482
2008/09	63	2,208,207	36,194
2007/08	92	2,729,000	29,662
2006/07	171	7,595,056	44,416
2005/06	130	5,365,229	41,271
2004/05	69	3,413,328	54,034
2003/04	65	2,778,049	42,739
2002/03	171	<b>9,508,791</b>	55,607
2001/02	137	4,562,205	33,301

(figures provided by registered provider partners)

No grant is available for the redevelopment of affordable homes unless there is a net increase in numbers. In the Government's Affordable Housing Programme 2017-21 grant was initially only available for shared ownership and not affordable rent. Some grant has now been made available for affordable and social rented properties following the limited uptake of the government grant available and pressure on Government to provide funding for rented homes.

### 2 Introduction of affordable rents

At the same time as grant levels were substantially cut, the “affordable rent” tenancy was introduced. In order to continue delivering affordable housing and bridge the grant funding gap, registered providers were expected to sweat their assets to fund new homes by charging up to 80% of open market rents, converting existing homes to the higher rent levels and disposing of existing stock. Previously social rents were set taking into account local earnings and property prices and were generally around 50-55% of market rents.

### 3 **Welfare reforms**

The Government has also introduced a range of proposals designed to reform welfare in order to improve work incentives and simplify the benefits system. Welfare reforms have introduced major changes to the calculation and entitlement to housing benefit, including capping payments according to the size of property rented, and increasing deductions for adult household members. The introduction of the Benefit Cap followed by Universal Credit will restrict a household’s overall benefit to no more than the national average salary. These changes, have been introduced over several years, and have presented significant challenges to the registered providers. Many registered providers now carry out an affordability assessment before signing up new tenants and there is an increasing number of households whose needs are no-longer met by registered providers.

- 3 **Rent reduction policy 2015** - Prior to April 2016 affordable and social rents where increased by CPI (consumer price index) plus 1% a year. Following the Summer Budget announcements in 2015, it was proposed that affordable/social rents would be reduced by 1% per annum for four years in attempt to reduce the welfare bill and encourage RPs and LAs to deliver efficiency savings. The National Housing Federation estimated that the reduction would result in a loss of almost £3.85bn in rental income over four years. This reduction in revenue was expected to significantly impact the housing sector’s ability to lend and deliver their development programmes.

Statistical Data Return

Private Registered Provider Social Housing Stock in England: Statistical Data Return – 2016/17

Figure 7: Percentage of social rented stock owned by PRPs not meeting the Decent Homes Standard by LA, 31 March 2017 (weighted for non-response<sup>86</sup>)

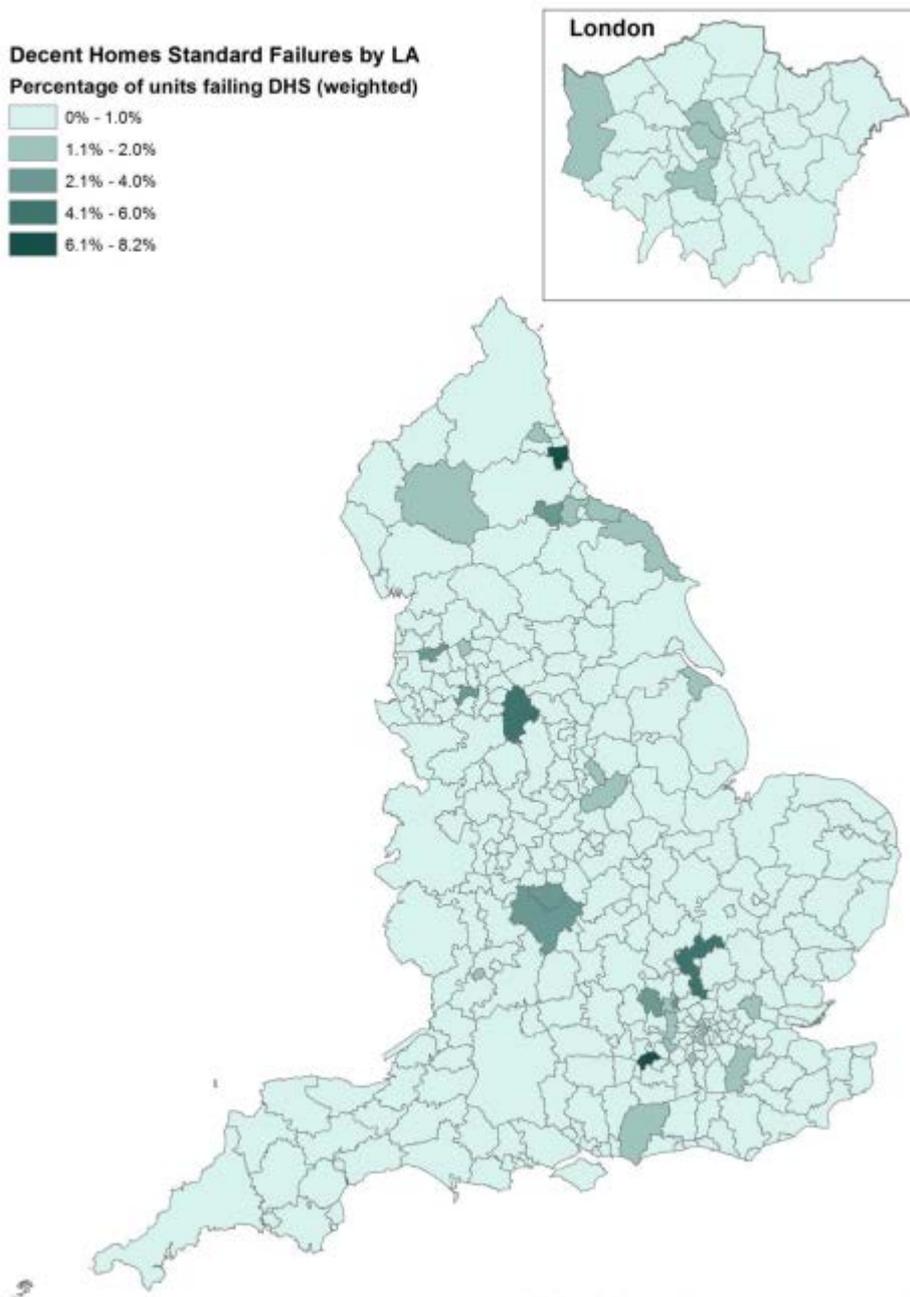


Figure 8: Percentage of self-contained PRP general needs stock vacant by LA, as at 31 March 2017

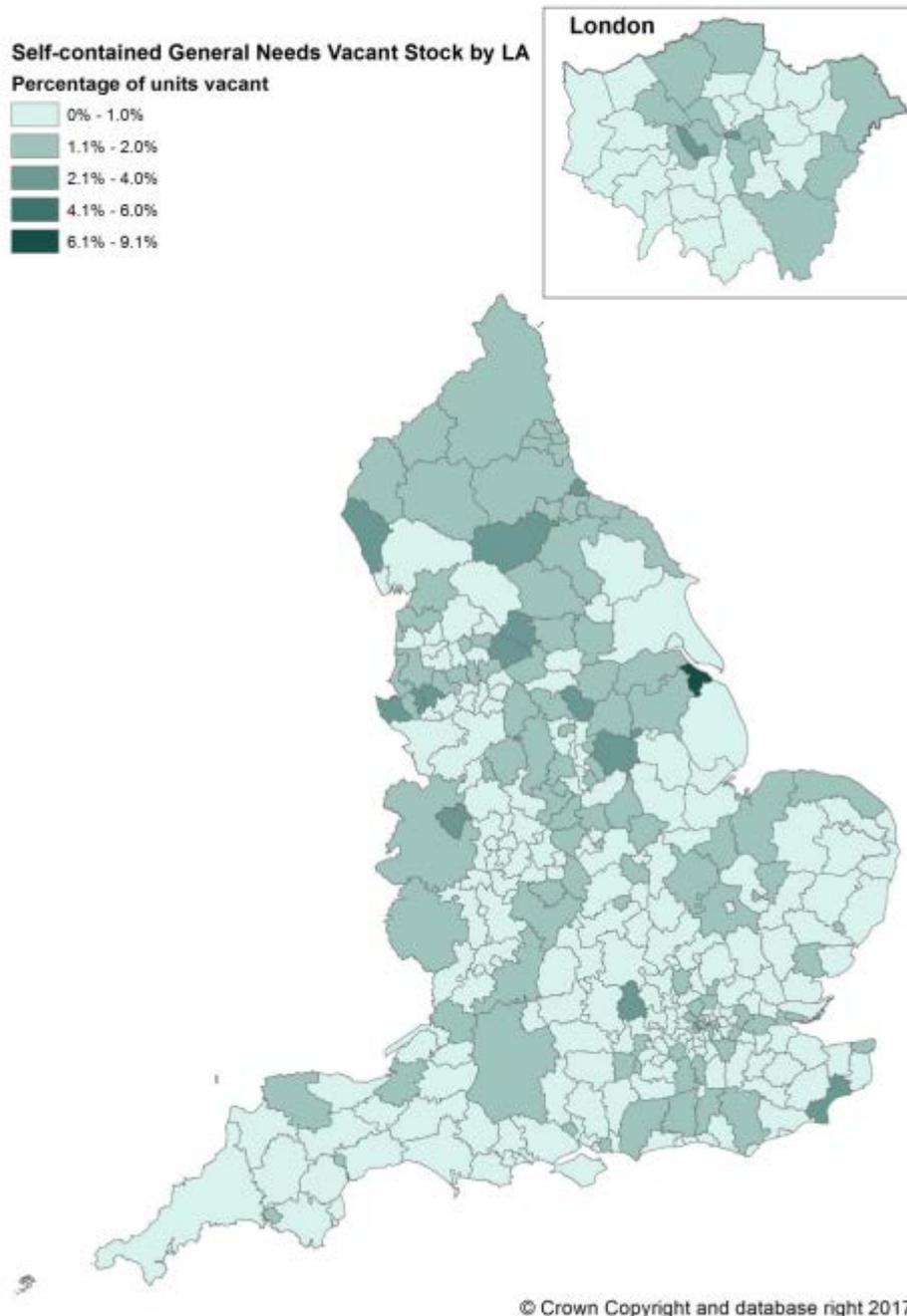
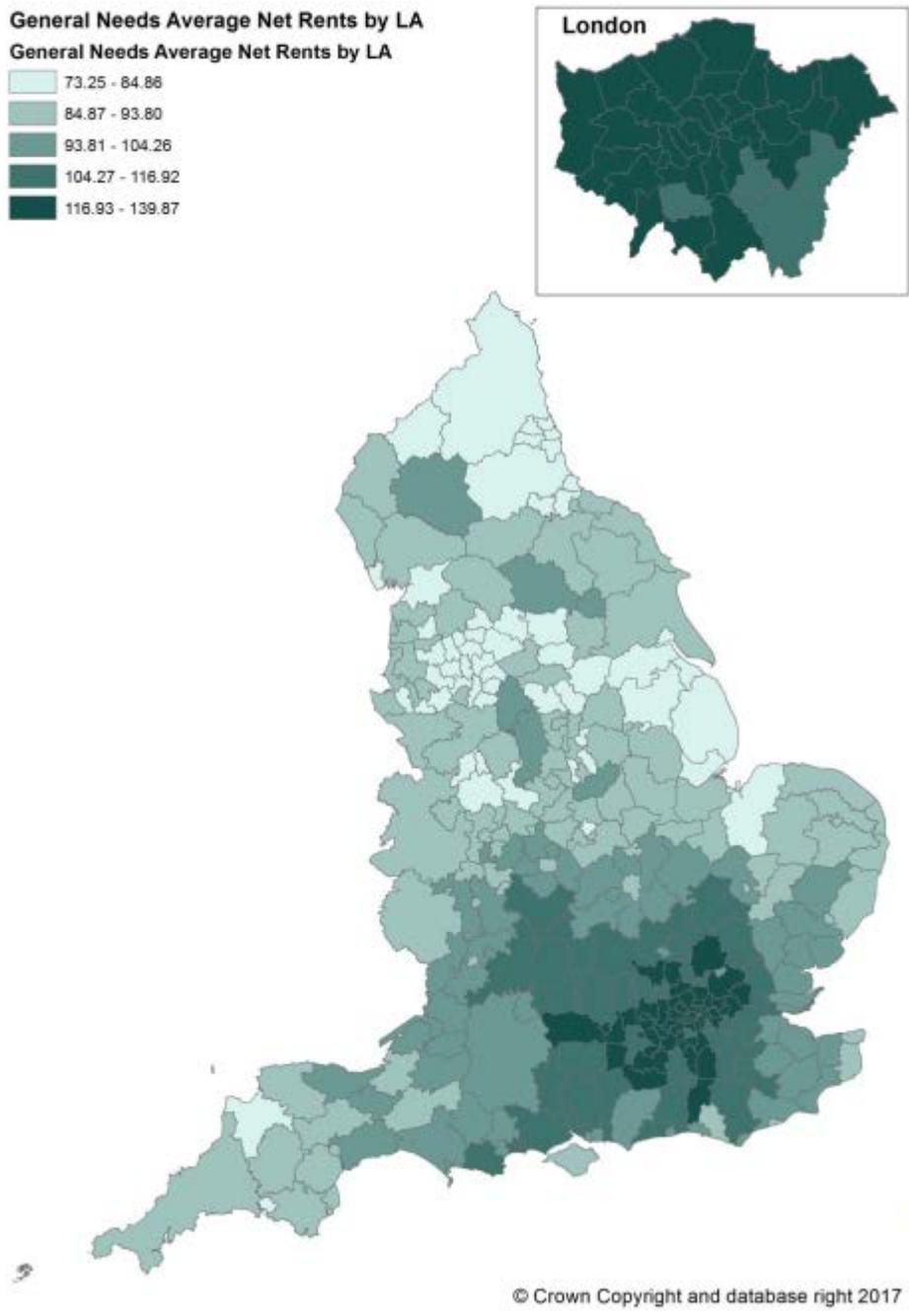


Figure 12: Average general needs net rent for stock owned by large PRPs by LA, 31 March 2017



## Task and Finish Group - Terms of Reference

### Quality standards of affordable housing stock, effective use of existing stock and the impact on future supply

#### Membership:

Jane Kilby (chair)  
 Josef Ransley  
 Andrew Shaxson  
 Norma Graves  
 Penny Plant  
 Keith Martin

**Lead Officer:** Linda Grange

**Officer Support:** Elizabeth Reed, Holly Nicol

#### Purpose of the Group

The purpose of the Group is to review the quality standards of existing affordable housing stock in the district and the overall demand for the type and volume of new affordable housing in rural and urban areas.

The review will focus on how CDC can work with RPs and seek to influence RP maintenance and asset management practices to ensure that the quality of the stock is maintained, the most effective use is made of all affordable housing stock and that future supply meets needs as closely as possible.

In doing this the Group will:

#### 1. **Access the general condition of the stock and lettable standards**

This will include:

- A review of complaints received from tenants regarding lettable standards.
- Assessing the varying standards applied by differing Housing Providers in the CDC Area? Do standards vary between rural and urban stock, are lettable standards related to the age of stock? Do lettable standards vary between social and affordable stock and how does this relate to the rents charged?
- Identification of the main issues relating to lettable standards.
- A review of RP maintenance policies and investment undertaken by RPs to bring stock up to decent homes condition. Do RPs have asset management plans in place to redevelop or sell off older stock / social stock?
- Review average “vacant or empty” periods of differing property types in the District or of different RPs. HomeMove evidence - why are people turning down properties. Does this relate to varying lettable standards? Are there problems with the size of older stock?
- Consider the relationship between CDC’s allocations process and RP letting protocols and procedures.
- Consider how difficult to let properties can be put to best used in future e.g. sheltered schemes, rural stock
- What powers does CDC have and how can CDC influence lettable standards?

## **2. Current and future demand for and supply of affordable homes by type, tenure and location.**

- An assessment as to whether future relets of existing stock are likely to meet the future housing requirements of applicants on the housing register. Is demand changing? What adjustments may have to be made?
- Will existing planning and housing policy deliver the right type of affordable housing in terms of type, tenure and location to meet demand? Identification of changes required to policy.
- A review of the capacity and commitment of RPs to deliver new housing in the district and links with their asset management policy.
- Identification of likely gaps in supply and potential solutions in meeting these gaps.

### **Scope**

- The study will focus on the main RPs in the district – Hyde Clarion, Home, A2 Dominion, Stonewater and Radian and how we can influence partners.
- The study will consider lettable standards and links with maintenance polices/programmes, investment and asset management
- The scope will not include rent levels and service charges

### **Methodology**

- Will take account of the stock condition survey - BRE model English Housing Condition survey, including excess cold and fuel poverty.
- The review will involve interviews with registered provider officers and visits to inspect a sample of properties.
- The review of demand and supply will take account of the findings of the HEDNA, the Housing register, the Help to buy register, HomeMove feedback and the affordable housing programme & affordable housing expected to come forward through Local Plan.

### **Outcomes**

- The findings/ recommendations of the Study will be used to feed into the review of the Allocations Scheme, the development of the new housing Strategy and the review of the Local Plan/ Supplementary Planning Documents housing policies.

### **Review period / timetable**

The Group will meet monthly.

HEDNA report findings considered Dec

Nov- Jan evidence collecting including visits

Jan- Mar analysing and assessing evidence

Mar- Apr Draft report

Report to OSC: 15<sup>th</sup> May 2018

Report to Cabinet: June 2018

## Appendix 4

### Complaints and repairs data for registered provider partners 2015/16 - 2017/18

Registered provider	Year	Nature								TOTAL	complaints in relation to % of stock	Age of Property				Response Time			
		Heating	Damp	Windows/Doors	Electrics	Crowding	Drainage/Leaks	Kitchen	Other			Pre 1920	1920-1945	1946-1979	Post 1979	<7 days	7-28 days	28-84 days	84+ days
Hyde	2015/16	5	15	6	2	-	4	-	1	33	0.01%	-	2	5	1	1-	4	3	9
	2016/17	4	14	-	2	-	4	1	5	30	0.01%	-	6	22	1	8	4	5	5
	2017/18	9	16	3	2	2	1-	1	10	43	0.07%	-	-	-	-	-	-	-	-
Clarion	2015/16	-	-	-	-	1	2	-	-	3	0.00%	-	-	1	2	2	1	-	-
	2016/17	2	3	-	-	-	-	-	-	5	0.01%	-	-	3	2	1	-	1	1
	2017/18	-	-	-	-	-	-	-	-	0	0%	-	-	-	-	-	-	-	-
Home	2015/16	1	-	-	1	-	-	-	-	2	0.01%	-	-	1	1	1	-	-	1
	2016/17	1	2	-	-	-	-	-	-	3	0.01%	-	-	2	1	-	1	-	1
	2017/18	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
Radian	2015/16	-	1	-	-	-	-	-	-	1	0.01%	-	-	-	1	-	-	-	1
	2016/17	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
	2017/18	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
A2 Dominion	2015/16	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
	2016/17	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
	2017/18	-	1	-	-	-	-	-	-	1	0.00%	-	-	-	1	-	-	1	-
Hastoe	2015/16	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
	2016/17	1	-	-	-	-	-	-	-	1	0.01%	-	-	-	1	-	1	-	-
	2017/18	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
Chichester Greyfriars	2015/16	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
	2016/17	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
	2017/18	-	1	-	-	-	-	-	-	1	0.01%	-	-	1	-	-	1	-	-
Southern Housing	2015/16	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-
	2016/17	-	1	-	-	-	-	-	-	1	0.03%	-	-	-	1	-	1	-	-
	2017/18	-	-	-	-	-	-	-	-	0	0	-	-	-	-	-	-	-	-

## Local Housing allowances from April 2018

Local Housing Allowance (LHA) rates are used to calculate Housing Benefit for tenants renting from private landlords. LHA rates relate to the area in which you make your claim. These areas are called broad rental market areas (BRMA). A BRMA is where a person could reasonably be expected to live taking into account access to facilities and services.

LHA rates are based on private market rents being paid in the BRMA which can differ from advertised rents. Valuation Office Agency (VOA) Rent Officers collect the rental information from letting agents, landlords and tenants. Most of Chichester District falls within the Chichester BRMA, however there are some small areas of the district which fall within the Guildford BRMA or Portsmouth BRMA.

The following rates are from 1 April 2018. These rates are weekly and will remain effective until 31 March 2019..

### Broad Rental Market Area: Chichester

Local housing allowance rates for Chichester

Property	Local Housing Allowance Rate
1 Bed shared	£73.58
1 Bed self contained	£134.02
2 Bedrooms	£168.00
3 Bedrooms	£198.11
4 Bedrooms	£268.03

## Appendix 6

Rented Social Housing and Allocations in Chichester District July 2007- March 2018																						
Parish	Affordable Housing & Turnover												Summary, Future Delivery and Need									
	1-bed properties (inc. bedsits)			2-bed properties			3-bed properties			4-bed properties		5-bed properties		Total stock		Total allocations		New stock	Net housing need			
	Stock	Allocations since July '07	Of which allocated 17-18	Stock	Allocations since July '07	Of which allocated 17-18	Stock	Allocations since July '07	Of which allocated 17-18	Stock	Allocations since July '07	Of which allocated 17-18	Stock	Allocations since July '07	Of which allocated 17-18	Total rented homes	New rented built 2017-18	Total allocations Jul 2007-Mar 18	Of which allocations 2017-18	New rented units to be available by Mar 18	A-C Local Connections (May 18)	
Apuldram																						0
Barlavington																						0
Bepton																						0
Bignor								1								1						0
Birdham	11	10	1	40	14	1	21	8	2	1	1	1				73		33	5		5	
Bosham	88	47	6	57	20	2	20	1								165		68	8		7	
Boxgrove	14	11	1	49	28	1	17	9								80		48	2		3	
Bury	16	22	1	8	5		11	4								35		31	1		1	
<b>Chichester</b>	<b>862</b>	<b>534</b>	<b>75</b>	<b>1202</b>	<b>724</b>	<b>66</b>	<b>692</b>	<b>176</b>	<b>18</b>	<b>58</b>	<b>44</b>	<b>5</b>			<b>2814</b>	<b>23</b>	<b>1478</b>	<b>164</b>	<b>14</b>		<b>181</b>	
Chidham	15	18	7	10	14		28	25		8	9					61	7	66	7		10	
Cocking	3	7	2	35	17		10	6								48		30	2		5	
Compton				3			5									8					0	
Donnington	14	14		29	16		18	14	1	7	6					68		50	1		7	
Duncton	2	2		2			7	4								11		6			0	
Eamley							7	3								7		3			3	
Eartham																					0	
Easebourne	29	21	1	38	13		26	10								93		44	1		15	
East Dean				3			7	3								10		3			0	
East Lavington																					0	
<b>East Wittering</b>	<b>35</b>	<b>49</b>	<b>3</b>	<b>81</b>	<b>38</b>	<b>1</b>	<b>76</b>	<b>19</b>	<b>1</b>	<b>11</b>	<b>8</b>				<b>203</b>		<b>114</b>	<b>5</b>		<b>19</b>		
Ebernoe							1									1					1	
Eisted & Treyford	2	1		4	1		3	1	1							9		3	1		0	
Femhurst	97	64	4	130	54	5	60	6	1	4	2					291		126	10		8	
Fishbourne	21	22	3	38	28	4	29	28	3	8	5					96	3	83	10		6	
Fittleworth	11	13	1	27	21	2	16	2								54		36	3		5	
Funtington	2	3		23	13		24	6		3	1					52		23			4	
Graffham	1	2		1			8	3								10		5			0	
Harting	20	16	3	50	28	5	36	13	2							106		57	10		5	
Heyshott	4	4		7	2		11	2								22		8			1	
Hunston	81	49	2	66	34	2	45	15		2	1					194		99	4		15	
Kirdford	17	12		39	24	3	22	8	2							78		44	5		4	
Lavant	34	34	1	101	42	3	52	27	3	2	2					189		105	7		15	
Linch																0					0	
Linchmere	13	16		25	13		20	8	2							58		37	2		5	
Lodsworth				6	3	2	12	1								18		4	2		2	
Loxwood	11	7		34	17	2	13	6								58		30	2	10	6	
Lurgashall	8			10	4		10	2		2						30		6			2	
Marden				3			5									8					0	
<b>Midhurst</b>	<b>152</b>	<b>169</b>	<b>12</b>	<b>240</b>	<b>162</b>	<b>18</b>	<b>170</b>	<b>58</b>	<b>7</b>	<b>12</b>	<b>3</b>	<b>1</b>			<b>574</b>		<b>392</b>	<b>38</b>		<b>29</b>		
Milland				10	6	1	5									15		6	1		0	
North Mundham	31	19		51	21	2	32	14	2	1	2	1				115		56	5	10	3	
Northchapel	20	13	1	26	11		43	7								89		31	1		3	
Oving	17	15	1	53	35	8	30	15	6	3	3	3				103	14	68	18	16	3	
Petworth	79	70	6	160	112	15	111	37	4	8	1					358		220	25		18	
Plaistow & Ifold	7	9		13	9	2	9	5	1							29		23	3		2	
Rogate	32	10	2	41	21	1	32	5	1							105		36	4	3	4	
<b>Selsey</b>	<b>148</b>	<b>111</b>	<b>9</b>	<b>146</b>	<b>53</b>	<b>11</b>	<b>100</b>	<b>30</b>	<b>10</b>	<b>17</b>	<b>5</b>	<b>4</b>	<b>2</b>		<b>413</b>	<b>13</b>	<b>199</b>	<b>34</b>		<b>61</b>		
Sidlesham	10	4		22	8	1	22	8		1						55		20	1		3	
Singleton	4	4		23	11	1	25	3		1	1					53		19	1		1	
<b>Southbourne</b>	<b>84</b>	<b>43</b>	<b>3</b>	<b>191</b>	<b>85</b>	<b>5</b>	<b>103</b>	<b>26</b>	<b>1</b>	<b>5</b>	<b>2</b>				<b>383</b>		<b>156</b>	<b>9</b>	<b>54</b>	<b>20</b>		
Stedham & Iping	20	14	2	29	14	4	17	1								66		29	6		3	
Stopham																					0	
Stoughton							3									3					0	
Sutton	2						12	1								14		1			0	
Tangmere	31	63	6	117	86	16	139	45	15	6	10	5	5			298	29	204	42	16	9	
Tillington	9	7		8	2	1	6	1								23		10	1		3	
Trotton & Chithurst	5	10	1	12	4		6									23		14	1		0	
Upwaltham																					0	
West Dean	2	5		6	4	1	6	2								14		11	1		1	
West Itchenor																					0	
West Lavington																					0	
West Thorney																					2	
West Wittering	9	15	2	68	33	1	29	21	1	2	3					108		72	4		12	
Westbourne	37	37	1	96	45	6	40	12		1	1	1				174	3	95	8		9	
Westhamnett	19	22	8	24	20	9	21	12	1	2	3					66	13	57	18		3	
Wisborough Green	32	28	7	22	17	2	16	5	1							70		50	10		4	
Woolbeding																9					1	
<b>Total</b>	<b>2161</b>	<b>1646</b>	<b>172</b>	<b>3479</b>	<b>1932</b>	<b>204</b>	<b>2290</b>	<b>718</b>	<b>86</b>	<b>165</b>	<b>113</b>	<b>21</b>	<b>7</b>	<b>0</b>	<b>8102</b>	<b>105</b>	<b>4409</b>	<b>483</b>	<b>123</b>		<b>529</b>	

### Summary 2017-18

Total rented stock	8,102
Lets 2017-18	483
Total lets July 2007- March 2018	4,409
New rented units built 2017-18	105
New rented units to be completed 2018-19	123

Stock information as at 31st March 2018. Historical stock numbers were provided by registered providers.

Total Rented Homes column includes losses through RTB and other dispersals.

Local connection figures should only be used to assess a individual parish and not be combined as households may have multiple local connections or may not specify a connection.

On April 1st 2018 there were 1415 households on housing register 529 in priority bands A-C).

Produced by the Housing Delivery team, 1st May 2017 amended to account for previous demolished units at The Heritage Chichester



## Hyde disposals since stock transfer in 2001.

Parish	RTBs pre LSVT	RTBs post LSVT (to 2017)	Total RTBs	Total of RTBs & other disposals	Current Affordable rented Stock
Bignor	0	0	0	0	1
Birdham	43	4	47	47	73
Bosham	132	4	136	136	165
Boxgrove	50	5	55	55	80
Bury	24	2	26	26	35
Chichester	1191	87	1278	1287	2794
Chidham	15	3	18	18	54
Cocking	23	2	25	25	48
Compton	11	0	11	11	8
Donnington	7	0	7	7	68
Duncton	13	1	14	14	11
Earnley	3	0	3	3	7
Easebourne	49	2	51	52	93
East Dean	7	0	7	7	10
East Wittering	49	1	50	50	203
Ebernoe	1	0	1	1	1
Elsted	3	0	3	3	9
Fernhurst	65	2	67	67	291
Fishbourne	49	3	52	52	93
Fittleworth	28	4	32	32	54
Funtington	62	2	64	64	52
Graffham	16	1	17	17	10
Harting	65	3	68	68	106
Heyshott	11	2	13	13	22
Hunston	77	8	85	85	195
Kirdford	48	5	53	53	78
Lavant	118	8	126	126	189
Linchmere	38	2	40	40	58
Lodsworth	17	1	18	18	18
Loxwood	57	1	58	58	58
Lurgashall	17	1	18	18	30
Marden	0	0	0	0	8
Midhurst	200	19	219	223	574
Milland	10	1	11	11	15
Northchapel	44	7	51	51	89
North Mundham	57	2	59	59	116

<b>Oving</b>	20	0	20	20	89
<b>Petworth</b>	193	17	210	210	359
<b>Plaistow</b>	18	2	20	20	29
<b>Rogate</b>	35	5	40	40	105
<b>Selsey</b>	127	15	142	144	401
<b>Sidlesham</b>	31	1	32	32	56
<b>Singleton</b>	20	2	22	22	53
<b>Southbourne</b>	214	18	232	232	383
<b>Stedham</b>	51	2	53	53	66
<b>Stoughton</b>	6	1	7	7	3
<b>Sutton</b>	6	1	7	7	14
<b>Tangmere</b>	77	7	84	84	270
<b>Tillington</b>	14	1	15	15	23
<b>Trotton</b>	15	0	15	15	23
<b>Westbourne</b>	91	4	95	95	171
<b>West Dean</b>			0	0	14
<b>Westhampnett</b>	27	1	28	28	53
<b>West Wittering</b>	61	5	66	66	171
<b>Wisborough Green</b>	36	3	39	39	70
<b>Woodbeding</b>	2	0	2	2	0
<b>TOTAL</b>	<b>3644</b>	<b>268</b>	3912	3928	

In addition Clarion (previously Affinity Sutton) have disposed of approximately 99 properties throughout district (mostly Chichester city) through the right to buy. Note: units due to redevelopment and replaced (e.g. The Heritage) have not been counted

Figures provided by Registered Providers.

**Photographs of relets and new homes**  
(Tour of Hyde properties 14<sup>th</sup> February 2018)

Bradshaw Road – Re-let



St James Square – Void / Disposal





Sherlock Avenue – New Build





Woodfield Park – Renovation and redevelopment





## Typical weekly Rents in Chichester District - January 2018

£s	1 bedroom Flat	1 bedroom Bungalow	2 bedroom Flat	2 bedroom Bungalow	2 bedroom House	3 bedroom House	4 bedroom House
<b>Median market rents</b>	172	-	218	-	218	241	314
<b>Local Housing Allowance</b>	134	134	168	168	168	198	268
<b>Affordable rents (inc. Service charge)</b>	130	133	161		165	188	210
<b>Social rents (exc. Service charge)</b>	93	107	105	138	117	130	163
<b>Typical Service charges</b>	5-10	5-20	3-27	0-6	0-5	0-5	12

## Glossary

**Allocations scheme** – An allocation scheme is a legal requirement under the terms of section 167 of the Housing Act 1996. It sets out the priorities and procedures for the letting of all forms of affordable (social) housing and the Councils nominations to Registered Providers (RPs). The scheme applies to existing RP tenants wanting to move (transfers) and to new applicants applying to the housing register for the first time (home seekers).

**Affordable housing** – Affordable housing which includes Social Rented, Affordable Rented and Intermediate Housing, provided to eligible households whose needs are not met by the market. The Affordable Housing should :

- meet the needs of eligible households including availability at a cost low enough for them to afford and determined with regard to local incomes and local house prices.
- include provision for the home to remain at an affordable price for future eligible households or, if these restrictions are lifted, for the subsidy to be recycled for alternative affordable housing provision.

**Affordable rents** – Is a form of Affordable Housing, involving homes being made available at a rent level of up to 80% of market rent (inclusive of service charge).

**Choice based letting** – The Council has joined with other local authority partners in Sussex to operate a choice based lettings scheme called Homemove. This allocation scheme applies across the Chichester District. Under the choice based lettings scheme, transfers and homeseekers are placed in one of four broad bands of housing need according to their circumstances. They are placed on a housing register showing their priority banding, any local connection with Chichester District and their date of entry on the register.

**Community Land Trusts (CLT's)** – Are a form of community-led housing, set up and run by ordinary people to develop and manage homes as well as other assets. CLTs act as long-term stewards of housing, ensuring that it remains genuinely affordable, based on what people actually earn in their area, not just now but for every future occupier.

**Decent Home Standards** – The Decent Homes Standard is a minimum standard council and housing association homes should meet according to the government. Under the standard, council or housing association homes must:

- be free from any hazard that poses a serious threat to your health or safety
- be in a reasonable state of repair
- have reasonably modern facilities
- have efficient heating and insulation

A home fails the Decent Home Standard if it doesn't meet all four criteria.

**Designated reserve account (DRA)** – Is where the proceeds from Hyde disposals are ring fenced for the re-provision of new affordable properties in the District. In accordance with the LSVT agreement.

**Disabled facilities grant** – A grant intended to fund adaptations to the home of a person with disabilities. 40% of the grant is funded from local authorities and 60% at present funded from government grant.

**Energy Performance Certificate (EPC)** – Are a list of statistics about the energy efficiency of a property. They also have recommendations on where you could make improvements. EPCs carry ratings on energy use and carbon dioxide emissions.

**Housing and Economic Development Needs Assessment (HEDNA)** – Is a report which informs Councils of their housing and economic development needs.

**Homes England** – Is an executive non-departmental public body, sponsored by the Ministry of Housing, Communities & Local Government. Homes England brings together land, money, expertise, and planning and compulsory purchase powers, with a clear remit to facilitate delivery of sufficient new homes, where they are most needed, to deliver a sustained improvement in affordability.

**Housing register** – The Council operates a housing register called ‘Home Move’. Applicants will be placed under one of the four bands (A, B, C, D). The band is determined using the details the applicant provides. Band A represents the highest need to move while Band D is represents the lowest need.

**Housing strategy** – Document produced by each housing authority outlining how the housing needs of its residents will be met. Most strategies are revisited annually.

**Housing Health and Safety Rating System (HHSRS)** – The Housing Health and Safety Rating System (HHSRS) assesses 29 housing hazards and the effect that each may have on the health and safety of current or future occupants of the property. The HHSRS provides a way that hazards can be assessed and the best way of dealing with them identified.

- **Category 1 Hazard** – is a hazard that poses a serious threat to the health or safety of people living in or visiting your home.
- **Category 2 Hazard** – is a less serious or urgent hazard.

**Intermediate housing** – Housing at prices and rents available at a cost low enough for eligible households to afford with regard to local incomes and local house prices and which may include Shared Ownership Units and/or other forms of low cost home ownership.

**Large Scale Voluntary Transfer (LSVT)** – Transfer of Council dwellings to a registered housing provider.

**Local Connection** – A local connection can be defined in two ways. These are:

- Local Connection to the Chichester District
- Local Connection to a rural parish within the District.

**Local Connection to the Chichester District** – The District Council will only accept that an applicant has a local connection to Chichester District if they are able to prove that one of the following statements applies to at least one adult applicant:

- Currently permanently reside, through choice, within the Chichester District and have done so without a break for the preceding two years.
- Have resided within Chichester District for four out of the last six years.
- An applicant is currently employed within the district and has been continuously for at least the last 12 months. Although the employment need not be paid the applicant must be able to prove that they perform genuine work that is carried out predominantly within the Chichester District boundaries. Their employment must include at least 20 hours per week within the District.
- The applicant needs to live in the District to provide care to, or be provided with care from, a close relative (defined as mother, father, brother, sister or grown up children of the applicant) and that person has lived continuously in the District for a period of five years. The person providing the care will, in most cases, have to demonstrate that they receive, or are entitled to receive, Carer's Allowance.
- Other exceptional circumstances that the local authority might reasonably consider to constitute a local connection as agreed by the Head of Housing and Environment Services and the Cabinet Portfolio Holder.

The Council will not disqualify the following applicants on the grounds that they do not have local connection with the authority's district:

- members of the Armed Forces and former Service personnel, where the application is made within five years of discharge;
- bereaved spouses and civil partners of members of the Armed Forces leaving Services Family Accommodation following the death of their spouse or partner;
- serving or former members of the Reserve Forces who need to move because of serious injury, medical condition or disability sustained as a result of their service;
- homeless applicants owed the full housing duty by Chichester District Council under Part 7 of the Housing Act 1996;
- existing social tenants seeking to transfer from another local authority district in England who:
  - have reasonable preference because of a need to move to Chichester District to avoid hardship, and
  - need to move because the tenant works or has been offered work in Chichester District and has a genuine intention to take up the offer.

Note: Occupiers of mobile homes and holiday type accommodation will not be accorded a local connection unless they have lived in the accommodation and paid Council Tax for a period of at least two years.

**Local Connection to a rural parish within the District** - Chichester District Council considers applicants to have a local connection to a parish if they are able to prove that at least one of the following statements applies to at least one adult applicant (listed in order of priority):

- They currently live in the parish and have done so continually for 10 years or more.
- They currently live in the parish and have done so continually for 5-10 years.

- They currently live in the parish and have done so continually for a minimum of 12 months or they are currently permanently employed in the parish for a minimum of 12 months and at least 20 hours per week – paid or unpaid.
- At least one of the adult applicants has a member of family (defined as grandparents, parents, siblings or children of the applicant) who currently live in the parish and have done so continually for 5 years or more.
- They are an ex-resident of the parish having been forced to move away due to a lack of affordable housing in the parish.
- They currently live in the parish and have done so continually for at least 6 months (N.B This category only applies to exception sites).

In relation to residency, occupation of the following will not qualify for the purposes of a local connection criterion to a particular parish for either an exception site or a local lettings site:

- temporary accommodation provided under any homelessness duty;
- holiday homes both mobile homes and permanent structures;
- unauthorised occupation of a gypsy or traveller site.

**Local Housing Allowance (LHA)** – Are used to calculate Housing Benefit for tenants renting from private landlords. LHA rates relate to the area in which you make your claim. These areas are called broad rental market areas (BRMA). A BRMA is where a person could reasonably be expected to live taking into account access to facilities and services. LHA rates are based on private market rents being paid in the BRMA which can differ from advertised rents. Valuation Office Agency (VOA) Rent Officers collect the rental information from letting agents, landlords and tenants.

**Market rents** – Housing which is let at 100% of its value.

**Private sector renewal** – A generic term referring to grant assistance given to help maintain the quality of the housing stock. Can apply to owner occupiers or private landlords but is subject to means test.

**Registered provider** – Organisations registered with Homes England and the Social housing Regulator. May include organisations that are either registered charities or not for profit Industrial and provident societies. Registration enables organisations to access development finance in return for a regulatory framework

**Right to buy** – This was introduced as a statutory provision by the Housing Act 1980 and required local authorities to enable secure tenants to purchase their property at a discount after a minimum period of tenancy. Tenants on assured tenancies do not have this right unless it was guaranteed through some other process such as LSVT,

**Sheltered Housing** – Sheltered housing means having your own flat or bungalow in a block, or on a small estate, where all the other residents are older people (usually over 55). With a few exceptions, all developments (or 'schemes') provide independent, self-contained homes with their own front doors. There are many different types of scheme, both to rent or to buy. They usually contain between 15 and 40 properties, and range in size from studio flats (or 'bedsits') through to 2 and 3 bed roomed.

**Social housing** – Is another term for affordable housing.

**Social housing regulator** – The Homes and Communities Agency (HCA) is an executive non-departmental public body sponsored by the Ministry of Housing, Communities and Local Government. One of the statutory committees of the HCA is the Regulation Committee, which is responsible for the regulation of social housing. On 11 January 2018, the HCA's non-regulation arm adopted its new trading name Homes England. From that point, the HCA's regulation directorate, which undertakes the functions of the Regulation Committee, refers to itself as the Regulator of Social Housing. Until legislation is enacted, Homes England and RSH continue to be constituted as one body – the HCA – but operate with two distinct corporate identities.

The objectives of the Regulator are set out in the Housing and Regeneration Act 2008. RSH regulates private registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.

**Social rents** – Guideline target rents are determined through the national rent regime. Rents are not inclusive of service charges.

**Stock condition survey** – A survey of housing conditions that needs to be carried out at least once every 5 years. Addressing disrepair and unfitness should form part of the Housing Strategy and, in particular, achieve of the decent homes standard