

# **Living in Hackney Scrutiny Commission**

19 February 2020



Chyrel Brown,  
Chief Operating Officer



Rob Marcantoni,  
Commercial & Property Director

# One Housing: Facts & Figures

- We own and manage over **17,000** homes in London and the South East
- At least 50% of the new homes we build each year are London living rent, affordable rent or shared ownership
- Around **35,000** customers live in a One Housing home
- We provide care and support to over **8,000** customers with a range of needs, including people with lived experience of mental health, older people, people with learning disabilities and those experiencing homelessness
- We complete 97% of routine repairs within our target of 20 days
- We maintain 100% compliance in all assessments covering fire safety, gas safety and water safety
- Approximately 1,600 people work at One Housing

As at 31 March 2019, our total stock in Hackney was **815**, split into:

- 260 general needs
- 120 health, care & support
- 387 leasehold
- 48 commercial or other

## Item 1:

**How are Housing Associations supporting the Council to best meet housing need and to fulfil homelessness duties?**

### What arrangements are in place between the Council and Housing Associations around the allocation of Housing Association units?

- There is a Nomination Agreement in place between Hackney Council and One Housing. This is split on relets being 75% family sized units and 50% studio/1 beds to go back to Hackney;
- During 2019/20 we have completed 2 relets in Hackney;
- One Housing holds a transfer list for residents looking to move. We promote other rehousing options such as mutual exchange (Homeswapper and House Exchange), and other bidding schemes such as Housing Moves and Homefinder

### How are the arrangements working to best enable the meeting of housing need and homelessness duties in Hackney?

- One Housing undertook a voids and lettings review in 2019, and are looking at ways of continuing to reduce void turnaround times, to ensure properties are available as soon as possible to those in need
- One Housing works closely with Hackney to ensure stakeholder information is up to date, and liaison meetings are attended. This enables nomination referrals, chase ups and escalations to be actioned swiftly

## What approaches are in place to enable tenancy take up and sustainment in Housing Association units?

- Affordability checks are undertaken at sign up, with signposting in place to the Customer Accounts Team for any further assistance;
- The Customer Accounts Team works closely with residents putting in place rent payment plans. The Team has a Welfare Benefits Advisor who assesses individuals' financial circumstance, providing advice and assistance where required
- At One Housing we have a Resident Management Team, and a Tenancy Sustainment Co-ordinator whose role is to offer intensive housing management advice and support to tenants who are having problems managing their tenancies
- The Tenancy Sustainment Co-Ordinator works with organisations such as St Mungo's in relation to our RSI properties
- The Tenancy Sustainment Co-Ordinator provides an aftercare service to vulnerable victims and perpetrators