



Breckland District Council Overview and Scrutiny Committee

13 October 2016



Flagship Homes Approach to

- Empty Properties
- Repair Services
- Tenancy Management Services



Empty Properties

- 'Prepare the right home for me'
- Property standard and customer journey
- Expectations and Responsibilities – setting the customer up to succeed
- Right product
- Customer at the heart – community cohesion and sustainability
- Customer satisfaction – 9.8 viewing, 9.9 sign-up, 8.2 property condition



Repairs and Stock Investment

- In-House repairs team
- Customer availability
- Log a repair on-line
- Extension of in-house service provision
- Customer satisfaction - 9.6



Managing assets over the longer term

- Asset Performance Evaluation
- Economic and social factors
- Technology



Tenancy management and support

- Mobile technology
- Demand Tracker
- Customer visits
- Automated call forwarding
- The Platform
- Customer Offer



Welfare Reform and Universal Credit

- Information and support – communication is key
- Home visits
- Affordability and Benefit calculators
- Affordability study – 21 October 2016
- Partnership working





Flagship
Group